Rafael Silva.



LEADERSHIP · OPERATIONS · BUSINESS ADVISORY

Since 2018, I have built hands-on experience in leadership, business operations and client relations. I value thoughtful decisions, effective teams and practical solutions that make a measurable difference.

Open to employment and business advisory opportunities worldwide

01 About me

My professional journey across Portugal and France has combined business leadership, operational management and customer service. I bring the same dedication to clients, colleagues and business partners.

I am open to taking on a role within an organisation or working with companies and entrepreneurs who value hands-on advice in business organisation, operations and customer experience - wherever they are based.

02 Expertise

Wealth & property management

Management and oversight of assets and properties, with a focus on organisation, value enhancement and coordination of associated services.

Real estate investment advice

Analysis of property opportunities and guidance on investment strategy, considering potential returns, costs and objectives.

Financial investment specialist

Strategic guidance on financial investments, with attention to objectives, investment horizons and risk management.

Business management

Overseeing daily activities, organising work, making decisions and managing priorities.

Teams & HR

Team coordination, recruitment, scheduling and staff administration.

Customer relations

Front-desk service, active listening, problem-solving and B2B relationships.

Operations coordination

Planning assignments, organising services and handling unexpected situations.

Administration & billing

Documentation, invoicing, management tools and SAP use for billing.

Quality & improvement

Quality checks, finding solutions and continually improving the customer experience.

03 Languages

Portuguese
Fluent

French
Fluent

English
Fluent

Spanish
Independent user

Professional experience

A cross-sector career shaped by recruitment, motorway safety, pre-hospital services, B2B client support and business operations.

Present - 2018 · Most recent experience first

01

Pristivus Pure Excellence Lda. · Gesti Douro LLC

Company Manager

Portugal · Dubai

Business management across operations in Portugal and Dubai, including administrative organisation, service coordination, business relationships and the delivery of high-quality customer experiences.

02

iClean Group

Operations Manager

Managed operational delivery, team coordination, service scheduling and quality monitoring within professional cleaning, hospitality and related services.

03

APRR · AREA

Motorway Safety & Emergency Operations Operator

Monitored motorway safety, handled emergency calls and managed incidents and unexpected events, helping coordinate responses in time-critical situations.

04

Just Eat Takeaway.com

Recruitment Consultant

Two-month temporary assignment

A two-month consultancy assignment covering a colleague's annual leave, supporting recruitment processes and communication with candidates and hiring teams.

05

Planet Payment

B2B Customer Support Consultant

Advised and supported business clients, responding to enquiries, helping resolve operational issues and maintaining professional client relationships.

Ambassador for the “Todos Iguais” project

During my time at Planet Payment, I was an ambassador and representative for the “Todos Iguais” project, promoting workplace equality, the inclusion of people with disabilities and equality between women and men.

06

Hemostaz Sàrl

Professional First Responder & Patient Transport

2018

Provided first-aid assistance and supported the safe transport of patients, with attention to individual needs, safety and professional care.

Education & commitment

04 Education & certifications

Mini-MBA · 2025

International Business Management Institute · Berlin

Strategy, operations, finance, human resources and marketing.

Leadership and Team Development

IBMI Berlin · 2023

Finance and Accounting

IBMI Berlin · 2023

International Politics

IBMI Berlin · 2023

Customs Clearance & International Trade

CCI Paris Île-de-France · 2019

Customs procedures, import and export, duties and VAT.

Emergency First Response I & II

Hemostaz · Emergency First Response · 2019

Professional first-aid training.

05 Commitment to the community

Bombeiros Voluntários de Baião

I am a volunteer firefighter in Baião, giving my time freely and without any remuneration to help the community.

Bombeiro de 3.ª - Third-Class Firefighter

Official promotion · October 2026

Benefactor member

Lifetime benefits

This recognition honours my contributions to the fire brigade, including the donation of an emergency medical ambulance in 2025.

Pre-hospital emergency medical care · Hospital transfers · Firefighting · Other rescue missions

06 Business consulting

I help businesses and entrepreneurs organise their activities, coordinate operations and teams, and improve their customer experience. Get in touch to discuss your project or request a consulting proposal.

rafael-filipe.silva@pm.me · rafaelsilva.eu