RODRIGO CONSTANTINO

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PROFESSIONAL SUMMARY

Energetic and self-starting Business student with experience in outreach, marketing coordination, and operational support. Proven ability to manage communications, build client networks, and support organizational growth through direct engagement and promotional strategy.

WORK EXPERIENCE

FLIP OUT (DECEMBER 2022 – PRESENT)
SUPERVISOR/DUTY MANAGER

- Delivered excellent customer service while resolving complaints and conflicts professionally.
- Managed daily team operations, scheduling, and safety procedures.
- Trained new team members and contributed to a positive, sales-focused environment.
- Assisted with business decision-making, analyzing operational data to improve performance and profitability.
- Managed financial operations, including cash handling, reconciliation, and maintaining accurate financial records.
- Provided hands-on training and mentorship to new employees, enhancing team productivity and service standards.
- Coordinated with senior management to develop strategies for improving customer experience and operational workflow

INSIGHT ADVISORY PARTNERS (MARCH 2025-PRESENT)
OFFICE MANAGER/OUTREACH COORDINATOR

- Spearheaded outreach campaigns targeting medical establishments (GPs, care homes, pharmacies), via email, calls, and direct visits.
- Personally distributed promotional materials across the region to increase brand awareness and client base.
- Managed internal CRM and documentation systems to track outreach progress and maintain regulatory files.
- Oversaw day-to-day office operations and set up essential IT, phone, and internet infrastructure from the ground up.
- Sourced, acquired, and managed all operational assets needed to maintain a functional and professional office.

EDUCATION

BSc (HONS) BUSINESS – BIRKBECK UNIVERSITY OF LONDON (JULY 2024)
Grade 2:2; Modules included: Financial Management, International Marketing, Management
A-LEVELS – ESHER COLLEGE (JUNE 2021) – D*BC
Geography (Grade C); Business Studies (Grade B); Music Technology (Grade Distinction*)
GCSES – TWICKENHAM SCHOOL (JUNE 2019)
Combined Science: Trilogy; Music; Geography; Religious Studies; English Literature; English Language; Mathematics; Business Studies; History; Portuguese

SKILLS

- **Leadership & Team Management**
- **Customer Service Excellence**
- **Operational Efficiency**
- **Financial Management**
- **Health & Safety Compliance** – Certified in safeguarding (adults & children), fire safety, and first aid (Level 1)
- **Marketing Outreach**
- **Client Communication & Relationship Building**
- **Team Coordination**
- **Communication & Problem-Solving**
- **IT Proficiency** – Skilled in Microsoft Office Suite (Word, PowerPoint, Excel) and administrative systems.
- **Food & Hygiene Safety** – Level 2 certified in Food Hygiene and Safety for Catering, Legionella Awareness Training.
- **Bilingual Proficiency** – Fluent in English and Portuguese.
- **Campaign Execution**