

JORGE BELO

HEAD OF OPERATIONS SPAIN

 j_m_belo@hotmail.com

 +34 604 128 473

 Madrid, Spain

EDUCATION

Adventia

ATPL – Airline Transport Pilot License

2013

Universidad de Salamanca

Grado de Piloto Comercial y Operaciones Aéreas

2013

Universidade da Beira Interior

Tecnologías e Sistemas de Informação

2010

SKILLS

- Team and operations management
- Client relationship
- Process improvement
- Strategic leadership.

LANGUAGES

- Portuguese (Native)
- Spanish (Excelent)
- English (Excelent)

PROFESSIONAL EXPERIENCE

Head of Operations Spain

Fleets International Enterprises - 07/2024 - Present

Optimization of operational workflows to enhance service quality and efficiency. Overseeing the strategic growth and performance of the Spanish entity, ensuring alignment with corporate objectives.

Leading decision-making on workforce management and client relations, fostering a high-performance culture.

HR Supervisor Spain

Fleets International Enterprises - 03/2024 - Present

Cultivating a positive and productive work environment through effective HR policies. Managing workforce planning, including scheduling, holiday allocations, and absence tracking.

Overseeing the onboarding process to ensure seamless integration of new employees.

Fleet Manager

Fleets International Enterprises - 06/2023 - Present

Primary point of contact for key Spanish clients, ensuring exceptional service delivery. Address client needs and operational requirements.

Maintaining strong advisory relationships with clients, stakeholders, and internal departments.

Producing and verifying detailed reports on fleet performance and operational efficiency.

Guest Operations Specialist

Blueground - 12/2022 - 04/2023

Administrative tasks, including data entry and record management.

Managed property viewings for prospective clients and business partners.

Conducted detailed check-in and check-out reports to maintain operational standards.

Assisted the Operations Manager in furnishing new units.

Rental Service Agent

Indie Campers - 04/2022 - 12/2022

Assisted customers with rental services, ensuring vehicle handovers.

Managed client inquiries and provided support throughout the rental period.

Maintained rental fleet in optimal condition to ensure customer satisfaction.

Cabin Crew

Ryanair - 05/2016 - 04/2022

Delivered high-quality in-flight customer service, ensuring passenger safety and comfort.

Assisted in emergency procedures and provided first aid when necessary.

Managed onboard sales and promoted company services to enhance the passenger experience.