

HAMILTON DOMINGOS

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SUMMARY

A proactive and results-driven professional with strong communication, leadership, organisational, and administrative skills. Experienced in managing teams, providing excellent customer service, and delivering high-quality work. Proven track record in roles as an Insurance Advisor, Manager, Team Leader and Admin. Always eager to learn and develop new skills.

WORK EXPERIENCE

Warehouse Team Leader / Admin Support, GXO Logistics Manchester **July 2023 - Present**

- Led and delegated daily tasks to a team of around 18 members, ensuring all tasks were completed on schedule and with high efficiency.
- Managed and resolved day-to-day operational challenges, minimising disruptions and ensuring smooth workflow.
- Trained and mentored new team members, fostering a culture of continuous improvement and high performance.
- Assisted with loading/unloading operations, ensuring compliance with safety regulations and efficient stock movement.
- Monitored and assessed team performance, contributing to improvement in productivity and safety compliance.

Insurance Advisor, Sanlam Angola Seguros, Lubango **Abril 2015 - Dec 2022**

- Provided expert advice on a wide range of insurance products, including health, auto, home, and commercial policies, using Policy Administration System (PAS) Software.
 - Developed strong relationships with both private and commercial clients, achieving a 98% client retention rate over the years.
 - Conducted detailed financial and risk assessments to ensure that clients received the best coverage at competitive rates.
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EDUCATION

General Certificate of Secondary Education, Colegio 123, Lubango-Angola **Fev 2010 - Dec 2012**

- Economic and Legal Sciences Course
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CERTIFICATIONS AND TRAINING

GXO Logistics Manchester

- Fire Marshal (UK-FM-100)
 - ACEs: Information Security Essentials Curriculum, Data Privacy & GDPR, Information Security Essentials Refresher PRT, Information Security Essentials Refresher EN-UK, Economic Sanctions Awareness Training, Trade Compliance - Overview, Corporate Criminal Offence for the facilitation of tax evasion, Information Security Essentials EN UK .
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ADDITIONAL INFORMATION

- **Skills:** Outlook, Communication, Administration, Leadership, Attention to details, Problem-solving, Team working, Organisational.
- **Languages:** English, Portuguese