

# Cláudia Santos

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**EDUCATION**    **PhD Climate Change and Sustainable Development Policies:** University of Lisbon, 2017 - Present

**MSc Forensic Archaeological Science:** University College London (UK), 2008 - 2009

**Integrated MA Archaeology:** University of Wroclaw (Poland) & University of Oporto (Portugal), 2003 - 2008

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**EXPERIENCE**    **GoResponder:** GoCrisis (Global), Sep 2016 – Present

GoCrisis responds to crisis and emergencies globally. In the event of a crisis or disaster, a GoResponder will be called upon to support companies and governments in responding to an incident by providing care, assistance and information to affected people.

**Team Member:** Kenyon International (Global), Jun 2011 – Jun 2016

Respond to aviation disasters worldwide, in any required phase of the response. Previous deployments included repatriation of victims and analysis of personal effects of GermanWings flight 9525 (France) and LAM Mozambique flight TM470 (Namibia). Helped training airline companies in crisis management.

**Senior Research Associate:** The Risk Advisory Group (London), Jun 2013 – Jun 2015

Managed the accounts of 12 clients operating in the financial sector, providing them with daily reports of prospective employees.

Investigated individuals on behalf of clients.

Trained Risk Advisory's new employees and supervised a group of 5 people.

**Marketing Assistant:** The BigChoice Group (London), Oct 2012 – Jan 2013

Conducted research and executed marketing campaigns targeted at Universities in the United Kingdom.

Increased by 20% the number of students on campuses delivering creative/experiential campaigns by implementing effective marketing strategies.

Created and maintained a database with relevant company data.

**Market Researcher:** GiPA International (London), Sep 2012 – May 2013

Conducted market research on a number of clients within the automotive sector and improving their satisfaction by doing it in English, Portuguese and Polish.

**Lecturer:** University of Madeira (Portugal)

Taught the *Principles of Archaeology, Theory and Methods* to a group of 20 students.

Successfully planned and executed lessons whilst supporting students;

Guided students on specific Archaeology related projects, by showing them literature and archaeological sites in Madeira island.

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## **VOLUNTARY EXPERIENCE**

**Team Member:** SOS Attitude (France), Sep 2015 - Present

Intensively trained to respond to disasters worldwide as and when necessary.

Delivered "humanitarian experience" weekends to groups of 60 to 80 people, which included guidance in orientation/map reading, team building, field assessment for building hypothetical humanitarian camps, communication with other NGOs.

Delivered workshops on safety and security and communication in disasters.

**Volunteer Coordinator:** Oxfam (London) May 2013 – Oct 2013

Recruited, managed and trained 20 volunteers to deliver a major fundraising event (OXJAM) in London.

Facilitated fundraising campaign that raised £5,000.

**International Representative:** ShelterBox International (Global) Feb 2011 – Dec 2012

Represented ShelterBox at a global level by promoting this NGO in events related with the humanitarian sector.

Contributed to the partnerships with Rotary Clubs and Scouts Associations in Portugal.

Prepared and delivered fundraising events, public awareness campaigns to attract donors and potential partners.

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## **TRAINING**

**Building a Better Response Strengthening NGO Capacity to Engage with the International Humanitarian Response System:** USAID, Concern Worldwide, IMC, Harvard Humanitarian Initiative, Akto (Portugal), Sep 2015

**1st International Earthquake Simulation:** IAE Aid and Emergency (Spain), Jun 2012

**International Volunteer Program in Emergency Relief:** AMI (Portugal), Jan 2012

**International Volunteer Program – General:** AMI (Portugal), Oct 2011

**International Representatives Program:** ShelterBox (UK), Feb 2011

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## **LANGUAGES**

**Portuguese:** Native speaker

**English:** Fluent

**Polish:** Intermediate

**French and German:** Beginner