



## Europass-Curriculum Vitae



### Personal Information

First name(s) / Surname(s) **Marques, Susana Maria Ramalho**

Address(es) Rua de Pedrouços, nº 73, 1ºdto. 1400-285 Lisboa

Telephone(s) (+351) 926967722

E-mail susana.marques21@gmail.com

Nationality Portuguese

Date of birth 29-03-83

Gender Female

### Work Experience

Dates Since January 2012

Occupation or position held PhD Grant holder

Main activities and responsibilities Research work financed by Fundação para a Ciência e a Tecnologia (FCT), in order to develop a PhD thesis on "*Welfare State and gender equality: the development of work-life articulation in Portugal from 1976 to 2009*", in Research Centre in Economic and Organizational Sociology (SOCIUS), ISEG.

Name and address of employer Fundação para a Ciência e a Tecnologia  
Av. D. Carlos I, nº 126, 1249-074 Lisboa  
Telephone: 213 924 300  
Fax: 213 907 481

Type of business or sector Portuguese funding agency for science, technology and innovation, in all scientific domains, under responsibility of the Ministry for Education and Science

Dates July 2010 / December 2011

Occupation or position held Transcriber

Main activities and responsibilities Transcription of individual and group interviews for market research purposes for Gfk Metris company

Name and address of employer GfK Metris  
Rua Carlos Testa nº1 - 1ºB, 1050-046 Lisboa  
Telephone: 210 000 200  
Fax: 210 000 290  
Site internet: [www.gfk.pt](http://www.gfk.pt)

Type of business or sector Market research company

Dates	November 2010 / June 2011
Occupation or position held	Research assistant
Main activities and responsibilities	Researching under the "Study on the application of the quota-parity law", funded by the Comissão para a Cidadania e a Igualdade de Género (Portuguese Commission for Citizenship and Gender Equality), within the project "Promotion of citizenship and gender equality". Researching bibliography within the scope of application of the law of Parity in Portugal, surveying statistical data relating to the presence of men and women on party lists of the three elections for the period 1976-2011, collecting and analysing data, supporting the preparation of interim and final reports.
Name and address of employer	DINÂMIA-CET – Centro de Estudos sobre a Mudança Socioeconómica e o Território Avenida das Forças Armadas, Edifício ISCTE, 1649-026 Lisboa Telefone: 217 938 638 Fax: 217 940 042 Site internet: <a href="http://dinamiacet.iscte-iul.pt">http://dinamiacet.iscte-iul.pt</a>
Type of business or sector	Research Centre
Dates	October 2008 / August 2010
Occupation or position held	Research assistant
Main activities and responsibilities	Research assistant in the following projects: "PICO – Academic entrepreneurship from knowledge creation to knowledge diffusion", "MOBIScience – Mobility of scientists in Portugal: trajectories and circulation of knowledge" and "ENTSOCNET: "Social networks, entrepreneurs and access to knowledge".
Name and address of employer	I.N.E.T.I. (Instituto Nacional de Engenharia, Tecnologia e Inovação) Estrada Paço Lumiar, nº 22, Lisboa 1649-038 LISBOA Telefone: 210 924 600 Fax: 217 160 901 Site internet: <a href="http://www.ineg.pt/iedt/unidades/20/paginas/104">http://www.ineg.pt/iedt/unidades/20/paginas/104</a>
Type of business or sector	State-run Research & Development Institution
Dates	May 2009 / December 2009
Occupation or position held	Replacement of member of the technical team in residential care for children and youth facility
Main activities and responsibilities	Collaboration in any and all activities necessary for the normal functioning of the household "Casa das Conchas", integrated in "Fundação o Século" institution. Construction of a manual of good practices specific to "Casa das Conchas". Activities with children and youth of the institution, including applying a program to develop social skills.
Name and address of employer	Fundação "O Século" - Av. Marginal, 2765-246 Estoril Telefone: 214 647 770 Fax: 214 670 796 Site internet: <a href="http://oseculo.pt">http://oseculo.pt</a>
Type of business or sector	Private Institution for Social Solidarity (IPSS)
Dates	July 2008 / April 2009
Occupation or position held	Children and youth care worker in residential care for children and youth facility
Main activities and responsibilities	Guiding and monitoring tasks of the day-to-day life of the youngsters (daily routines, going to school, going to the doctor, psychologist, etc.) of the household "Casa das Conchas", integrated in "Fundação o Século" institution. Monitoring children and youth service in their daily activities, promoting and organizing the participation of those working in the home, planning the distribution and rotation of tasks and encouraging the empowerment of the youngsters.

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Type of business or sector	Private Institution for Social Solidarity (IPSS)
Dates	June de 2008 / July 2008
Occupation or position held	Replacement of member of the technical team in residential care for children and youth facility
Main activities and responsibilities	Collaboration in any and all activities necessary for the normal functioning of the household "Casa das Conchas", integrated in "Fundação o Século" institution. Construction of a manual of good practices specific to "Casa das Conchas". Activities with children and youth of the institution, including applying a program to develop social skills.
Name and address of employer	Fundação "O Século" - Av. Marginal, 2765-246 Estoril Telefone: 214 647 770 Fax: 214 670 796 Site internet: <a href="http://oseculo.pt">http://oseculo.pt</a>
Type of business or sector	Private Institution for Social Solidarity (IPSS)
Dates	November 2007 / May 2008
Occupation or position held	Curricular internship for completion of master's degree in Social Psychology
Main activities and responsibilities	Conducting a research on "Multicultural competencies and training of professionals in residential care for children and youth", in the household "Casa das Conchas", integrated in "Fundação o Século" institution. Providing assistance in multiple tasks that contributed to normal functioning of the institution.
Name and address of employer	Fundação "O Século" - Av. Marginal, 2765-246 Estoril Telefone: 214 647 770 Fax: 214 670 796 Site internet: <a href="http://oseculo.pt">http://oseculo.pt</a>
Type of business or sector	Private Institution for Social Solidarity (IPSS)
Dates	June 2005 / June 2008
Occupation or position held	Research internship
Main activities and responsibilities	Performing various activities such as studies at the Laboratory of Social and Organizational Psychology (LAPS) ISCTE, insertion and processing of data, questionnaires, reporting, transcribing interviews, etc.. in the context of Social and Organizational Psychology. Collaborated in the following projects: <ul style="list-style-type: none"> <li>• "Discriminated Elites" (Research Coordinator: Profª Lúgia Amâncio) – 2005;</li> <li>• "Identitary Dinamics in Protected Areas" (Research Coordinator: Prof.ª Paula Castro) – 2006;</li> <li>• "Prejudice, Norms, and Economical Justifications for Discrimination against Black People"(Research Coordinator: Prof. Jorge Vala) – 2006;</li> <li>• "Social Validation of Everyday Knowledge" (Research Coordinator: Prof. Diniz Lopes) – 2007;</li> </ul>
Name and address of employer	C.I.S. – Centro de Investigação e Intervenção Social Edifício I.S.C.T.E. Avenida das Forças Armadas 1649-026 Lisboa Portugal Telefone: 217 90 30 79 Fax: 217 90 39 62 Site: <a href="http://www.cis.iscte-iul.pt">http://www.cis.iscte-iul.pt</a>
Type of business or sector	Research centre

Dates	August 1999
Occupation or position held	Bartending in water park facilities
Main activities and responsibilities	Answering to the requests of users of the bar; ensuring the hygiene of the facilities. Interacting with costumers in an appropriate way.
Name and address of employer	Mariparque Avenida Marginal Apartado 62, Praia da Vieira, 2430-696 Vieira de Leiria Telephone: 244 69 77 37 Site: <a href="http://www.hoteiscristal.pt/parque-aquatico-mariparque.html">http://www.hoteiscristal.pt/parque-aquatico-mariparque.html</a>
Type of business or sector	Thematic and water park
<b>Education and training</b>	
Dates	Since Setember 2011
Title of qualification awarded	PhD in Economic and Organizational Sociology
Main subjects/occupational skills covered	Developing a thesis on "Welfare State and gender equality: the development of work-life articulation in Portugal from 1976 to 2009"
Name and type of organisation providing education and training	Instituto Superior de Economia e Gestão (I.S.E.G.) Rua Miguel Lupi, 20, 1249-078 Lisboa
Level in national or international classification	17 (current classification average) - ISCED 6
Dates	2003 - 2008
Title of qualification awarded	Graduate degree in Psychology and Master's degree in Social and Organizational Psychology
Main subjects/occupational skills covered	<ul style="list-style-type: none"> <li>• Ability to act/intervene in social and/or organizational psychology related subjects;</li> <li>• Ability to design and evaluate projects in social and/or organizational psychology areas;</li> <li>• Theoretical and practical knowledge in different areas of Social Psychology and Organizational Psychology, among which are: <ul style="list-style-type: none"> <li>✓ Social Psychology of Aging (project design from the stereotypes of aging caregivers of the elderly);</li> <li>✓ Developmental Psychology of Children and Adolescents;</li> <li>✓ Community Psychology, part of child abuse (project design);</li> <li>✓ Social Responsibility;</li> <li>✓ Implementation Project of Total Quality Management (TQM);</li> <li>✓ Helping behaviors;</li> <li>✓ Racism, prejudice and stereotype;</li> <li>✓ Skills analysis and evaluation.</li> </ul> </li> </ul>
Name and type of organisation providing education and training	Instituto Superior das Ciências do Trabalho e da Empresa (I. S. C. T. E.) Avenida das Forças Armadas 1649-026 Lisboa Site: <a href="http://www.iscte-iul.pt/home.aspx">http://www.iscte-iul.pt/home.aspx</a>
Level in national or international classification	15 (Graduate degree classification average) – ISCED 5 16 (Master's degree classification average [thesis classification of 17 out of 20]) – ISCED 5

## Personal skills and competences

Mother tongue(s)

Other language(s)

Self-assessment

European Level (\*)

**English**

**Spanish**

## Portuguese

Understanding				Speaking				Writing	
Listening		Reading		Spoken Interaction		Spoken Production		Reading	
B2	Independent User	C1	Proficient User	B2	Independent User	B2	Independent User	B2	Independent User
B2	Independent User	B2	Independent User	A2	Basic User	A2	Basic User	A2	Basic User

(\*) Levels of the Common European Framework of Reference for Languages (CEFR)

Social skills and competences

- Communication skills and experience handling with the pressure inherent to each function in a social context increasingly demanding;
- Openness to new challenges;
- Ability to work in teams (acquired by carrying out extensive activities and membership of sports teams, and along the graduation, where teamwork assumed a central role)

Organizational skills and competences

- Coordination and management of human resources and projects (capacity acquired during the academic life, especially in university, and also in sports and artistic activities);
- Sense of organization;
- Good leadership skills (ability developed in college and sports).

Technical skills and competences

- Portuguese Sign Language basic degree at Faculty of Letters (University of Lisbon), with a final grade of 12 points in the 1<sup>st</sup> year and 13 in the 2<sup>nd</sup> (out of 15);
- Holder of the Trainer Certificate of Professional Aptitude (CAP);
- Attendance at seminars / training for:
  - ✓ Computer-assisted qualitative data analysis (MAXQDA®);
  - ✓ Online survey creation (LimeSurvey®);
  - ✓ Clinical Psychology and Health;
  - ✓ Psychophysiology;
  - ✓ Racism;
  - ✓ Urban Criminality;
  - ✓ Contexts of Violence and Youth Behaviors;
  - ✓ Multicultural and Citizenship Skills;
  - ✓ Healing hurt hearts and minds- Dealing with children who present troubled, disruptive behaviors- improving the quality of care;
  - ✓ School Violence and Bullying;
  - ✓ Working with abusing Families.

Experience in research and communications in scientific meetings	<ul style="list-style-type: none"> <li>• Presentation of the research conducted for the Master's thesis ("Multicultural competencies and training of professionals in residential care for children and youth") in June 2008, on the II<sup>nd</sup> International Conference of Community Psychology ("Building Participative, Empowering &amp; Diverse Communities – Visioning Psychology in a worldwide perspective");</li> <li>• Presentation of the research conducted for the Master's thesis in July 2009, in the 16th Congress of the European Psychotherapy Association ("Meanings of Happiness and Psychotherapy");</li> <li>• Presentation of a poster allusive to the research conducted for the Master's thesis in October 2009, in the Colloquium entitled "Intercultural Dialogue, Barriers and Opportunities" at ISCTE – IUL;</li> <li>• Publication of an article based in the research conducted for the Master's thesis, in May 2011, in an international journal with scientific refereeing ("Children and Youth Services Review", volume 33, issue 5, pages 767-773; impact factor [2010]: 1.130), with the title "Cultural diversity competencies in child and youth care services in Portugal: Development of two measures and a brief training program".</li> </ul>
Computer skills and competences	<ul style="list-style-type: none"> <li>• Good command of Microsoft Office™ tools (Word™, Excel™ and Powerpoint™ and Microsoft Windows™);</li> <li>• Good command of IBM SPSS® Statistics;</li> <li>• Good command of MAXQDA® qualitative data analysis software;</li> <li>• Good command of LimeSurvey®, free on-line software for survey creation and application.</li> </ul>
Artistic skills and competences	<ul style="list-style-type: none"> <li>• Good playing ability on guitar and bass, elementary on piano (acquired while being part of two musical bands, from 2000 to 2006);</li> <li>• Winner of a music contest for discovering new talents, in 1999, the exhibition park of Marinha Grande, Portugal.</li> </ul>
Other skills and competencies	<ul style="list-style-type: none"> <li>• Federated Soccer player from 1999 to 2014. Represented the following clubs: <ul style="list-style-type: none"> <li>✓ 1999- 2007 – Grupo Desportivo de Monte Real;</li> <li>✓ 2007 - 2009 – Odivelas Futebol Clube</li> <li>✓ 2010 - 2014 – Clube Futebol Benfica</li> </ul> </li> <li>• Winner, in three occasions, of the Snickers Cup Tournament, a youth football competition held at the national level, in both under-16 and under-19 age levels;</li> <li>• Presence in "AA" Portuguese Women's National Soccer Team training in September and December 2007, and March 2008;</li> <li>• National Champion of the II<sup>nd</sup> division for Odivelas Futebol Clube in 2008/2009 season, with presence in the Portuguese Cup semi-finals in the same season;</li> <li>• National Champion of the II<sup>nd</sup> division for Clube Futebol Benfica in 2009/2010 season, with presence in the Portuguese Cup quarter-finals in the same season;</li> <li>• Portuguese Cup runner-up for Clube Futebol Benfica in 2010/2011 and 2013/2014 seasons;</li> <li>• Winner of several individual awards related to soccer practice.</li> </ul>
Driving license	<ul style="list-style-type: none"> <li>• Portuguese drivers license, category B vehicle (LE-38981 8)</li> </ul>