

Biographical Note



Catarina Silva is a Quality Analyst at .PT, the entity responsible for managing the national top-level domain.pt. Responsible for the management and continuous improvement of the implemented quality management system and simultaneously responsible for the management of the contact center team, since the two functions converge in the same objective, of guaranteeing the satisfaction of customers and partners and continuous improvement of the levels of service provided. Passionate about people, continuous improvement of processes and with a strong orientation towards the customer and business development. Always eager to learn new skills.

Degree in Management from the University of Beira Interior, professional with more than 15 years of experience in Business and Sales within the scope of digitization and digital transformation and 13 years of experience in Management Systems, namely implementation/maintenance and compliance with the standard (ISO 9001 and ISO/IEC 27001) ensuring implementation of best practices and system improvement.

Member of the sustainability working group created at .PT, driving the collaboration of all employees and partners to contribute to a more sustainable future, because sustainability is no longer a choice, but a necessity.