



JOÃO CASIMIRO

WEB DEVELOPER

CORE SKILLS

- HTML5
- CSS/SASS
- JavaScript
- jQuery
- Bootstrap
- PHP
- SQL/MySQL
- Wordpress
- Responsive Web
- Python
- .NetFramework

LANGUAGE SKILLS

Portuguese (native);

Other languages :

- English - C1;
- Spanish - A2.

CONTACTS

 2675-371 Odivelas, Portugal

 joaocasimiro9815@gmail.com

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WORK EXPERIENCE

Meta Customer Service Representative

Teleperformance (05/2022 - current)

- Providing troubleshooting for customers through chats, calls and e-mails;
- Knowledge in internal Meta work tools;
- Providing technical customer support and working closely with other internal teams to solve clients problems;
- Solving problems within the scope of facebook and instagram business and advertisement pages.

Web development Intern

Sistema4 (02/2019 - 06/2019)

- Adaptation of HTML templates from Wordpress and public ones;
- Creation of static layouts and functional HTML mockups for the following companies: *Fonseca e Silva, Lupabiológica, Fonte Lusa, Íludio da Mota, Portugal2Travel, Joluçe, Digidelta, Vigobloco*, among others;
- Development and reformation of existing responsive web design websites, and creation of new splash screens and pages;
- Insertion of content in websites.

Intern

Criativos (03/2017 - 06/2017)

- Research for institutional video for the company *HomeLovers*;
- Creation of several digital content such as: GIF's, motion graphics and small montages for the show *MasterChef Junior*;
- Recording assistant of content for *Oracle*;

EDUCATION AND TRAINING

Higher School of Technology and Management - IPL

Professional Higher Technical Course in Web and Multimedia

18 values | Level 5 QRQ

ORGANIZATION SKILLS

- Knowledge of working methodologies such as Scrum, Agile and sprints.
- Proper work and time management;
- Capacity to troubleshoot and solve problems;
- Efficient at multi-tasking;

SOCIAL AND COMMUNICATION SKILLS

- Good communication;
- Proper understanding of the given tasks;
- Teamwork spirit;
- Good hability to learn;
- Capacity to self-learn.

João Casimiro

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👤 Portuguese - 25 years

WORK EXPERIENCE

Teleperformance at the service of **META (Facebook and Instagram)**

04/2022 - Present

Customer Service Representative

- Customer service agent responsible for managing clients businesses questions and problems;
- Billing and payment of customers;
- Forwarding clients problems to internal teams and troubleshooting;
- Following internal procedures to client interaction and internal tools;
- Connecting with clients through calls, e-mails and instant messaging;

Sistema 4 at the service of **third party companies**

02/2019 - 06/2019

Front-end developer Intern

- Development of website front-end using HTML/CSS;
- Responsible for development of the website's general functionality and aesthetics, such as the responsive design and content;
- Direct contact with the companies representative as the pivot of communication.

EDUCATION

Technological Specialization Course (TESP) in Web and Multimedia Development

Instituto Politécnico de Leiria - Finished in 2019

Professional course in Web and Multimedia - 12th grade

Escola secundária do Cartaxo - Finished in 2017

CORE SKILLS

- Experience in customer service (CRM) and communication;
- Quick adaptability in different softwares and work methodologies (MSOffice, Excell, Quip) and more.
- English (C1)