

MAHAVIR FEITOSA

FREELANCER WEB DESIGNER



✉ mahafeitosa@icloud.com

☎ +55 79 99156-5052

SKILLS

HTML
CSS
JavaScript
Adobe Photoshop
Adobe InDesign
Final Cut Pro
CRM

EXPERTISE

Website Concept & Design
Code Implementation
Social Media Management
Email Marketing
Photography
Video Capture & Editing

LANGUAGES

Portuguese (mother tongue)
English (fluent)
German (B1 level)

WORKING EXPERIENCE

FREELANCE WEB DESIGNER & FRONT END DEVELOPER 2008-2013

I started designing and programming websites in 2008. Good use of HTML5 and CSS together with my knowledge of Illustrator and Photoshop enabled me to create effective websites from scratch.

RECEPTIONIST / OFFICE ASSISTANT @ MARKUS TATTOO HOUSE 2010-2013

As a receptionist, my main job was to assist clients, show and analyse designs, and contact them by phone or email. The direct conversations with all kinds of customers gave me very good skills in dealing with people.

INTERNSHIP CUSTOMER SUPPORT @ GOODGAME STUDIOS 2013-2014

CUSTOMER SUPPORT REPRESENTATIVE @ GOODGAME STUDIOS 2014-2019

My daily tasks as a Customer Support Agent included helping our customers via email, answering their questions, identifying game problems and forwarding these problems to the relevant department, as well as leading and participating in several team projects.

COMMUNITY MANAGER @ GOODGAME STUDIOS 2019-2021

In March 2019, I moved into the position of Community Manager, where I was able to combine my existing communication skills with image and video editing skills. As Community Manager, my daily tasks consisted of managing our team of moderators, communicating directly with a variety of players and chatting in multiple languages on our Discord server. I was also responsible for many image and video projects, using our game's assets to create banners, marketing campaigns and social media interactions. Another task I have been directly involved in over the last few years has been CRM related tasks, creating and managing many of our newsletters. From creating newsletter content, layout and translating text, to setting up recipient parameters and planning all campaigns.

INTERESTS

Travelling, blogging, playing guitar, listening to music, reading and throwing d20s on a D&D session.