Henry Arcangelo
Software developer

Contact

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https://arcangelo.net

About me

I'm a junior backend developer with technician level in Systems Analysis and Development, currently studying Computer Engineering with a focus on cybersecurity.
I have experience working with Node.js, PHP, Laravel, React, React Native, Python, TypeScript, and SQL. I'm driven by continuous learning and enjoy tackling complex technical challenges. I'm looking to join a team where I can contribute effectively, grow professionally, and work on meaningful projects.

Experience

2024 – Until now

CS Agent, *Concentrix*
Porto, Porto - Portugal

Provide customer support to Booking.com partners, resolving technical issues within the partner dashboard and ensuring high satisfaction in a fast-paced BPO environment. Improve operational efficiency through proactive troubleshooting and clear communication. Enhance partner experience by delivering responsive and solution-focused assistance.

2023 - 2024

Fullstack Developer, *LNA Digital*
Maia, Porto - Portugal

Design and maintain management systems, dashboards, and ERP solutions for small businesses. Develop responsive websites and mobile apps to improve user experience and boost brand visibility. Lead digital media strategies to enhance client branding and online presence across platforms.

2022 - 2022

Sales Associate, *Amatel Ltda.*
Santos, São Paulo - Brazil

Provide technical support and perform hardware maintenance to ensure customer satisfaction. Sell hardware, computer peripherals, and security electronics, while offering personalized product recommendations to align with customer needs and drive sales.

2020 - 2022

IT Technician, *Rei do Trigo.*
Guarujá, São Paulo - Brazil

Assist bakery operations with front-counter service, food preparation, and beverage station support. Provide technical support by repairing computers, installing printers, and maintaining the digital menu system, delivery management software, and product catalog. Ensure smooth day-to-day operations by troubleshooting IT issues and keeping systems updated.

2018 - 2019

Teacher, *Direcional cursos Ltda.*
Guarujá, São Paulo - Brazil

Teach web design with a focus on programming logic, JavaScript, and Object-Oriented Programming (OOP). Instruct in digital design using Adobe Creative Suite for graphic design and multimedia creation. Provide training in IT fundamentals, including operating systems, peripherals, networks, and system architecture.

Education

2030

FMU
Bachelor in Computer Engineering
Portugal

2021

Alberto Santos Dumont TEC
Technician level in Software Analysis and Development
Brazil

Key skills and characteristics

· Critical thinking
· Handling pressure
· Leadership
· Problem solving
· Network management
· Project and agile methodogies

· Microsoft Office Suite
· 90 wpm typing speed
· Adaptability
· Fullstack Development
· Cybersecurity Op
· Databases

Languages

English – C2
Portuguese – C2
French – A2

Certifications

Java Foundations Professional Certificate, **Jetbrains**

Red Team Operator Certification , **Cybrary**

Certified Ethical Hacker, **HackerX Academy**

Advanced Python: Keras & Tensorflow, **LinkedIn Corporate**

Rocketseat Path: NEXTJS, TYPESCRIPT & SQL, **Rocketseat**

Network Architecture & CISCO Management, **Hardware Club**

Projects & Agile Frameworks, **Santander University**

Penetration Testing Professional Certificate, **Cybrary**

Links

HackTheBox
https://app.hackthebox.com/profile/126962

Instagram
https://instagram.com/h.arcangelo

· *LinkedIn*
https://www.linkedin.com/in/henryarcangelo/

Github
https://github.com/ARCANGEL0