

# LUIS HENRIQUE C. B. ARCANGELO

 Rio Tinto, Porto, Portugal

 +351 927 285 125

 henrique.c.arcangelo@gmail.com

## + ABOUT ME

I am a driven junior backend developer, holding a degree in Systems Analysis and Development, and equipped with a robust skill set that includes proficiency in NodeJS, PHP, Laravel, React, React Native, Python, Typescript, and SQL, among other languages. My dedication to continuous learning fuels my passion for tackling intricate problems. I eagerly anticipate the prospect of being part of a forward-thinking team, where I can apply my skills to make a meaningful impact and simultaneously enhance my expertise in a dynamic, team-oriented environment.

## + LINKS

- Website**  
arcangelo.net
- Instagram**  
@h.arcangelo
- LinkedIn**  
linkedin.com/in/henryarcangelo
- Github**  
www.github.com/ARCANGELO
- HackTheBox**  
https://app.hackthebox.com/profile/126962

## + SKILLS

- Web & Mobile Development
- Network Architecture & Management
- System Administration
- Agile methodologies
- Cloud computing
- UI/UX Design
- Databases
- Cybersecurity
- Problem-Solving
- Project Management
- Software & Troubleshoot

## + COURSES

- JAVA FOUNDATIONS  
PROFESSIONAL CERTIFICATE,  
JETBRAINS
- RED TEAM OPERATOR  
CERTIFICATION, CYBRARY
- NETWORK ARCHITECTURE,  
CLUBE DO HARDWARE
- HANDS-ON: ADVANCED PYTHON,  
LINKEDIN CORPORATE
- PROJECTS & AGILE  
FRAMEWORKS, SANTANDER  
UNIVERSITY
- CERTIFIED ETHICAL HACKER,  
HACKERX ACADEMY
- PENETRATION TESTING  
PROFESSIONAL CERTIFICATE,  
CYBRARY
- ROCKETSEAT PATH: NEXTJS,  
TYPESCRIPT & SQL, ROCKETSEAT

## + LANGUAGES

- English
- Portuguese
- French

## + WORK EXPERIENCE

- Concentrix2024 - PRESENT  
/// Porto - Portugal  
**CS AGENT**
    - Delivered exceptional customer support to Booking.com partners, effectively resolving technical issues within the partner management dashboard.
    - Consistently achieved high customer satisfaction in a business outsourcing environment.
    - Enhanced operational efficiency through proactive problem-solving skills.
    - Boosted partner satisfaction through dedicated support and effective communication.
  - Bagga2024 - 2024  
/// Maia, Porto - Portugal  
**ATTENDANT**
    - Managed daily operations of the coffee shop, ensuring high-quality customer service and satisfaction
    - Attended to clients promptly, serving meals and beverages with professionalism and courtesy
    - Maintained cleanliness and order in the store, adhering to health and safety regulations
    - Managed inventory of food items, ensuring proper storage and freshness
    - Handled delivery orders efficiently, guaranteeing accurate and timely service
  - Minipreço2023 - 2024  
/// Porto - Portugal  
**CASHIER**
    - Operated cash register with proficiency in a local supermarket setting
    - Provided friendly and efficient customer service to enhance shopping experience
    - Handled cash transactions with attention to detail and accuracy
    - Assisted customers with inquiries, resolving issues with a positive attitude
  - Amatel Ltda.2022 - 2023  
/// Santos, São Paulo - Brazil  
**SALES ASSOCIATE**
    - Provided expert technical support and hardware maintenance to enhance customer satisfaction.
    - Drove sales by effectively selling hardware, computer peripherals, and security electronics.
    - Delivered personalized product recommendations to align with customer needs and maximize sales opportunities.
  - LNA Digital2019 - 2022  
/// Guarujá, São Paulo - Brazil  
**FULLSTACK DEVELOPER**
    - Spearhead the development and maintenance of management systems, dashboards, and ERP solutions tailored for small businesses.
    - Drive digital media innovation and enhance digital brand presence for clients.
    - Craft and implement responsive websites and mobile applications to elevate user experience and maximally enhance brand visibility.
    - Developed responsive websites and apps, improving user experience and retention.
    - Elevated digital branding, increasing client visibility and online presence.
  - Directional courses2018 - 2019  
/// Guarujá, São Paulo - Brazil  
**TEACHER**
    - Instructing in web design with a focus on programming logic, JavaScript, and Object-Oriented Programming (OOP).
    - Instructing in digital design using Adobe Creative Suite for graphic design and multimedia creation.
    - Instructing on IT basics including operating systems, peripherals, networks, and system architecture.
- ## + EDUCATION
- Alberto Santos Dumont ETEC2021  
/// Santos - Brazil  
**TECHNICIAN IN SOFTWARE ANALYSIS & DEVELOPMENT**
    - Explored Agile methodologies and effective software development practices.
    - Studied programming languages including Java, Python, PHP, JavaScript, C#, Ruby, and TypeScript for robust application development.
    - Utilized frameworks such as Spring Boot, Laravel, Django, and React to build dynamic applications.
    - Examined network architectures and MVC design patterns to enhance code organization.
    - Analyzed cybersecurity principles to identify and mitigate software vulnerabilities.
    - Applied the Software Development Life Cycle (SDLC), covering requirements gathering, design, testing, and deployments