



Henry Arcangelo

Software developer

Contact

Porto, Portugal

+351 927 285 125

Henrique.c.arcangelo@gmail.com

<https://arcangelo.net>

About me

I'm a junior backend developer with a technical degree in Systems Analysis and Development, currently studying Computer Engineering. I've worked with Node.js, PHP, React, Python, TypeScript, Java, SQL and a few more. I'm curious by nature and always eager to learn. I enjoy working through complex problems and turning ideas into real projects. I'm looking to join a team where I can grow, contribute, and help build impactful solutions while gaining hands-on experience.

Experience

2024 – Until now	<div>CS Agent, <i>Concentrix</i> Porto, Porto - Portugal</div> <div>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.</div>
2023 - 2024	<div>Fullstack Developer, <i>LNA Digital</i> Maia, Porto - Portugal</div> <div>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.</div>
2022 - 2022	<div>Sales Associate, <i>Amatel Ltda.</i> Santos, São Paulo - Brazil</div> <div>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.</div>
2020 - 2022	<div>IT Technician, <i>Rei do Trigo.</i> Guarujá, São Paulo - Brazil</div> <div>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.</div>
2018 - 2019	<div>Teacher, <i>Direcional cursos Ltda.</i> Guarujá, São Paulo - Brazil</div> <div>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.</div>

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

- Communication
 - Adaptability
 - Leadership
 - Time Management
 - Technical Support
 - Eager for Learning
 - Analytical Thinking
- Problem Solving
 - Team Collaboration
 - Attention to Detail
 - Cybersecurity Ops
 - Creativity
 - Troubleshooting
 - Proactive Mindset

Languages

English – C2
Portuguese – C2

Certifications

Java Foundations Professional Certificate (Jetbrains)	Advanced Python: Keryas & Tensorflow (LinkedIn Corp.)	Projects & Agile Frameworks (Santander University)
Red Team Operator Certification (Cybrary)	Rocketseat Path: NextJS Typescript & SQL (Rocketseat)	Penetration Testing Professional Certificate (Cybrary)
Certified Ethical Hacker (Cybrary)	Network Architecture & CISCO Management (Hardware Club)	Computer forensics fundamentals (FMU)
NoSQL Databases & Big Data (FMU)	Game Development (FMU)	