



# RUI AFONSO

## Full-Stack Web Developer

Full-Stack Web Developer with experience in music, customer service and sales.

A keen eye for detail and passion for problem-solving are skills acquired over time that aid the creative process in developing unique applications.

Brings a team spirit to any office, with over 10 years of experience leading a bass section in an orchestra.

## Contact

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(Willing to Relocate)

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<https://github.com/AfonsoRD>

<https://ruiafonso.com/>

## Education

### Full-Stack Web Development

CareerFoundry | Berlin - Germany

Oct 2022 - Apr 2023

### Bachelor of Music in Doublebass

University of Minho | Braga - Portugal

Aug 2012 - Jul 2016

## Skills

### Front-End:

HTML5 | CSS3 | JavaScript | Typescript  
React | Redux | Angular | Material | Bootstrap  
Next.js | Three.js | Tailwind CSS  
SASS/SCSS | jQuery | Responsive Design  
React Native | Expo | PWA

### Back-End:

NodeJS | Express | JSON | RESTful | Postman  
AWS | Google Firestore | Vercel | Netlify  
PostgreSQL | MongoDB

### Also proficient in:

Git | TDD | Chrome Dev Tools | VS Code  
SCRUM | AGILE

## Language

Portuguese | MT

English | B2

Spanish | C2

German | A1

## Projects

### Leet App

CareerFoundry | Mar 2023

- Serverless progressive web application built in React, using a test-driven development technique.
- The application uses the Google Calendar API to fetch upcoming tech events. View project here: <https://github.com/AfonsoRD/meet>

### myFlix - Client Side

CareerFoundry | Feb 2023

- Single page app built with React as a framework using the Tech Stack MERN, where users can create a profile, see movies details and create a favorite list of movies.
- Designed with Bootstrap as a UI library for styling and responsiveness, and hosted on Netlify. View project here: <https://github.com/AfonsoRD/myFlix-client>

### myFlix - Server Side

CareerFoundry | Jan 2023

- Intensive project-based training program a with focus on Server Side programming using Node.js and REST architecture.
- Developed a REST API using Express.js Framework with Node and used Mongoose to model business logic.
- This API is hosted using Vercel and the database using Atlas MongoDB. View project here: [https://github.com/AfonsoRD/movie\\_api](https://github.com/AfonsoRD/movie_api)

## Experience

### Service Desk Agent

Fujitsu | Braga, Portugal

Feb 2021 - Sep 2021

- Support on technical issues related to Microsoft products, operating systems and basic networking for Schneider Electric in Spanish-speaking countries, English-speaking countries and Portugal;
- Troubleshooting as needed to provide the required level of service and meet or exceed customer/SLAs expectations. Performance monitoring through reporting and statistical analysis.

### Client and Surgery Room manager

Hospital Trofa Saúde | Lisboa, Portugal

Sep 2019 - Feb 2021

- Optimized the management of the operating room schedule and office surgery of more than 15 medical specialties for two hospitals of Trofa Saúde in the Lisbon area;
- Organized the documentation for surgery authorization request to the client's health insurance;
- Weekly report of percentage of surgeries performed, medical specialties, invoiced values and planning;
- Increased hospital billing by ~150% in surgeries, hospitalizations, and exams from ~100K€ to ~250K€ per month.

## Department Store Salesperson

Fnac Portugal | Coimbra, Portugal

Oct 2018 - May 2019

- Stock organization for easy access in product replacement;
- Mastered the techniques and strategies for selling products and services, considering the focus on the client and achieving the results proposed by the team leader;
- Excellent customer service with good communication skills, team spirit, initiative and dynamism, following the company values.

## AppleCare Technical Advisor

Randstad | Braga, Portugal

May 2017 - May 2018

- First line customer service for all Apple products in Spanish-speaking countries, English-speaking countries and Portugal;
- On-site support to junior agents, quality control and SLA monitoring according to company standards;
- Performance monitoring through reporting and statistical analysis.

## Call Center Operator - Vodafone

Randstad | Braga, Portugal

May 2016 - Feb 2017

- First and second line customer service, solving problems related to billing, service installation and new contract creation;
- Back-office service, giving product-related support to Vodafone stores, organizing mailbox, monitoring installations by giving support to technicians responsible for installing fiber optics.