**PERSONAL PROFILE**

With a solid foundation in Computer Science, specializing in network security, encryption protocols, and data protection strategies, I am dedicated to addressing complex technical challenges in the cybersecurity landscape. Proficient in IT administration, network troubleshooting, and vulnerability assessments, I have hands-on experience with intrusion detection systems (IDS), firewalls, and mitigating SQL injection (SQLi) attacks. I excel at translating intricate technical issues into actionable insights for diverse teams, ensuring seamless collaboration in fast-paced environments.

Fluent in English, Portuguese, and proficient in Spanish, I bring a fresh global perspective and inclusivity to my work. Looking ahead, I plan to pursue advanced certifications such as Security+, CISSP and Offensive Security Certified Professional (OSCP) to enhance my skill set. Using my creative prowess, I aim to implement cutting-edge security solutions that anticipate and defend against emerging threats.

**SKILLS**

* **Service Desk and Ticket Management**
* **IT Infrastructure and System Administration**
* **Network Troubleshooting and Diagnostics**
* **Customer Relationship Management**
* **SQL**
* **Problem-Solving and Critical Thinking**
* **Communication and Interpersonal Skills**
* **Adaptability & Continuous Learning**
* **Collaborative Teamwork**
* **ITIL Framework**
* **Microsoft Office**
* **Bilingual** English (Fluent) Portuguese (Fluent) Spanish (Advanced)
* **Full Manuel driving license**

**WORK HISTORY**

**MAG Manchester airport** Manchester

Facilities technician Sept 2023 – Jan 2024

* Workplace culture enhancement: Fostered a positive work environment by engaging with colleagues and sharing sanitation best practices.
* Safety optimization: Utilized technology-driven reporting to promptly address safety hazards, maintaining a secure airport environment.

**Footlocker (Retail)** Manchester

Customer Service Associate Nov 2022– Oct 2023

* Built and maintained strong relationships with stakeholders, resulting in a 20% increase in project collaboration and

positive feedback

* Thrived in dynamic environments by quickly adapting to new data sources and methodologies, ensuring accurate and timely insights.
* Engaged in ongoing professional development, staying updated on the latest data analysis techniques, tools, and industry trends.
* Consistently delivered high-quality analyses by leveraging deep domain knowledge and advanced data analysis techniques to generate actionable insights.

**L’Oréal Group** **London**

Customer Support officer Jun 2021– Sept 2021

* Managed and resolved over 150 customer complaints weekly for L’Oréal, ensuring a 95% satisfaction rate; utilized Salesforce for efficient tracking, documenting and follow-ups.
* Escalated complex issues to appropriate departments for timely resolution, maintaining a 98% resolution rate within the first 24 hours.
* Worked seamlessly with team members to address concerns and enhance service delivery; attended regular meetings to share insights and align on objectives, contributing to a 20% increase in team efficiency.
* Completed over 60 hours of comprehensive training on L’Oréal Group products to provide accurate recommendations and leverage deep product knowledge, based on campaigns, resulting in a 30% improvement in customer query resolution time.

**EDUCATION**

**BSc (Hons) *–* *Computer Science*** Lancaster University (2025)

* **Relevant modules:** Front-end development, Back-end development, Software design, Computational problem solving, Solution architecture, Cloud computing, Cyber security, Information Technology, Human element of system design, Global intelligent systems
* Predicted 2:1

**EXTRA- CIRRICULAR & PROJECTS**

From volunteering with my family in a food bank across north-west London during the Christmas period to:

**Herts Young Homeless** (HYH)London

March 2013 – Jun 2016

* Homelessness awareness campaign leadership: Developed and delivered an impactful campaign raising awareness of youth homelessness.
* Fundraising success: Secured £3000 for Herts Young Homeless charity by winning an extra-curricular campaign competition during secondary school.

**Power 2**Manchester

Jan 2023 - Apr 2023

* Strategic social media campaign proposal: Developed and pitched a comprehensive social media campaign to regional managers and board of directors aimed at recruiting young volunteers and increasing local awareness and involvement of the charity.
* Canva project creation: Leveraged Canva to design and present a charity-focused project showcasing ideas to the board of directors.
* [*Link to PowerPoint presentation made with Canva: https://github.com/Alves-12/Power2.git*](file:///Users/../../../chique/Documents/Link%20to%20PowerPoint%20presentation%20made%20with%20Canva:%20https:/github.com/Alves-12/Power2.git)

**CERTIFICATES & SKILLS**

**Back-End Development**

* <https://coursera.org/verify/EY5DW38RCKZX>

**Excel Skills, JP Morgan Chase**

**IT Essentials, CISCO**

**Data & SQL, National Cyber Force (Code First girls)**