**SUMMARY**

Motivated and detail-oriented aspiring data specialist with a BSc (Hons) in Computer Science, eager to apply my foundation in Python, SQL, and data analysis to real-world challenges. While my experience is primarily theoretical, I am deeply committed to continuous learning and hands-on growth. I’ve tackled projects involving data visualisation, problem-solving, and automation, developing a strong analytical mindset. Passionate about working in environments that promote curiosity and innovation, I am excited to gain practical experience, refine my skills, and contribute to data-driven decision-making with great innovation and creative approach.

**EDUCATION**

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

Sep 2022 – April 2025

* **Relevant modules:** Front-end development, Back-end development, Software design, Computational problem solving, Solution architecture, Cloud computing, Cybersecurity, Information Technology, Human element of system design, Global intelligent systems.
* Designed and developed a stock control system for a takeaway restaurant using XAMPP (SQL, PHP & Python).
* Predicted 2:1

**SKILLS:**

* **Programming foundation:** Python, SQL, CSS
* **Data Analysis foundation:** Excel (PivotTables, VLOOKUP), SQL Queries, Python
* **Data Visualization:** Power BI, Tableau
* **Machine Learning:** Regression models
* **Cloud Computing:** AWS/Azure knowledge
* **Languages:** English (Fluent) Portuguese (Fluent) Spanish (Advanced)

**WORK HISTORY**

**MAG Manchester Airport** Manchester

Sanitation TechnicianSept 2023 – Nov 2024

* Workplace culture enhancement: Fostered a positive work environment by engaging with colleagues and sharing sanitation best practices.
* Productivity enhancement through waste management: Implemented a waste management system that boosted airport operations and slashed cleaning time by 20%.
* Sustainability Commitment: Utilized cutting-edge cleaning equipment and eco-friendly methods, contributing to a cleaner environment.
* Safety optimization: Utilized technology-driven reporting to address safety hazards, maintaining a secure airport environment promptly.

**Footlocker** Manchester

Customer Service Associate Nov 2022– Oct 2023

* Performance-driven adaptability: Excelled in fast-paced retail settings, achieving consistent sales success.
* Continuous learning and market awareness: Engaged in ongoing training, staying updated on market trends and product releases.
* Sales excellence and product expertise: Regularly surpassed sales targets through effective upselling and cross-selling, leveraging deep product knowledge to inform and assist customers.

**L’Oréal Group** London

Customer Support Officer Jun 2021 – Oct 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.

**Westminster Homecare** London

CarerOct 2018 – Nov 2019

* Medication administration and record-keeping: Managed and administered medications as prescribed, prioritizing residents' safety and maintaining accurate records.
* Resident-centered care: Cultivated a warm and inclusive environment, fostering social interaction and emotional support to enhance residents' quality of life.
* Responsive and proactive assistance: Promptly addressed residents' needs and emergencies, providing a calming presence and effective problem-solving.
* Collaborative care planning: Worked with healthcare team to develop and implement individualized care plans, adapting to evolving resident needs.

**CERTIFICATES**

**Back-End Development**June 2023

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

**Excel Skills for Business, JP Morgan Chase**Feb 2024

**IT Essentials, CISCO**Aug 2024

**Python, Code First Girls** May 2025

**Azure AI Fundamentals, Microsoft** May 2025

**EXTRA-CIRCULAR & PROJECTS**

**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 to encourage young volunteers and increase 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)