# Ciro Marcos

Software and Mobile Developer

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(514) 967 - 2900

Montreal, Canada

codeciro.github.io/

linkedin.com/in/ciromarcospro

github.com/CodeCiro

Software and Mobile Developer | C# | .NET | JAVA | PYTHON | ANDROID

## EDUCATION

### Programmer Analyst AEC
College Lasalle

*09/2022 - Present*                                      *Montreal*

Courses
- Object Oriented Programming - C#
- Web Development II - C#/.NET
- Data Structure
- DataBase

### Bachelor of Business Administration in Foreign Trade
State University of Ponta Grossa

*03/2004 - 12/2009*                          *Ponta Grossa, Brazil*

## WORK EXPERIENCE

### Customer Service Representative - Call Centre - Trilingual
i2c Inc. Canada

*09/2022 - Present*                                      *Montreal*
*i2c is the issuer processor of choice for banks, fintechs, and other payment card issuers.*

Achievements/Tasks
- Provide customer support to consumer cardholders. Confidently answer contacts through multiple. channels (i.e. Phone, Email), from customers regarding products and services.
- Works closely with relevant groups and timely reports and alerts concerned units for effective response regarding customer transaction inquiries.

*Contact : Sofia Nunez , snunez@i2cinc.com - Supervisor - Operations Client Services*

### Independent Consultant Under Contract With Appen
Appen

*08/2014 - 08/2022*                                   *Home Based*
*Appen is your trusted data partner, powering cutting-edge AI applications for the world's most innovative companies.*

Achievements/Tasks
- I reviewed and rated web content, using a web application to support the measurement of search data relevance and evaluated online web content according to detailed criteria.

*Contact : No contact (independent consultant)*

## SKILLS

C# | Java | Python | Android Development | JavaScript | React | SQL | Figma | Agile | Problem Solving | Critical Thinking | Interpersonal Skills | Teamwork | Go Lang | SOLID | OOP | Data Structure

## LANGUAGES

**English**
*Native or Bilingual Proficiency*

**Portuguese**
*Native or Bilingual Proficiency*

**Spanish**
*Professional Working Proficiency*

**French**
*Elementary Proficiency*