

# Diana Jacobsen da Silva

## Software Developer

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Liverpool, England  
07474 127503  
dianajacobsen2013@gmail.com, [LinkedIn](#)

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Aspiring software developer with a passion for coding, backed by bootcamp certification and hands-on project experience. Transitioning from a customer service background, I bring strong problem-solving and communication skills, ready to contribute to a dynamic tech team.

### AREAS OF EXPERTISE

- JavaScript
- React.js
- TypeScript
- Vue.js
- Java (Basic)
- HTML
- CSS
- Vite.js
- GitHub

### PROFESSIONAL EXPERIENCE

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Bradesco Bank Ltd  
Brazil  
Insurance Broker

Joinville,

May 2006 - March 2018

- Client Analysis: Excelled in gathering and analysing client information to assess insurance needs and risk profiles, ensuring tailored coverage.
- Policy Negotiation: Researched policies, negotiated with underwriters, and educated clients on coverage terms, while preparing detailed reports for complex cases.
- Communication Skills: Maintained regulatory databases and collaborated with companies, honing analytical skills and attention to detail now applied in software development.

Amazon Flex UK  
England  
Delivery Driver

Liverpool,

January 2022 - Present

- Delivered parcels efficiently across assigned routes, consistently meeting delivery schedules and maintaining customer satisfaction.
- Managed logistics independently, including route planning, loading, and delivering packages with accuracy and attention to customer-specific instructions.

### EDUCATION

GBS University of Manchester  
HND Digital Technologies

June 2024 – June 2026

The Power Business School  
Web Development Bootcamp

June 2023 – June 2024