Diana Jacobsen da Silva

Software Developer

Liverpool, England

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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 .

Bradesco Bank Ltd Joinville,

Brazil

Insurance Broker 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 Liverpool,

England

Delivery Driver 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 June 2024 – June 2026

HND Digital Technologies

The Power Business School June 2023 – June 2024

Web Development Bootcamp