



DIEGO DIAS PEREIRA

Web Developer | +353 838389366

◦ DETAILS ◦

+353 838389366
diegodiasp@hotmail.com

◦ LINKS ◦

[Website](#)
[GitHub](#)
[Linkedin](#)

◦ SKILLS ◦

Microsoft Office Package

MySQL

WordPress

Git

HTML/CSS/JavaScript

◦ LANGUAGES ◦

English

Portuguese

Spanish

PERSON PROFILE

An adaptable web developer (Freelance), customer facing representative (full-time) and responsible graduate in the search for a position where I can enhance my skillset in web technologies to develop and implement solutions to meet business needs.

During my degree, I successfully combined my studies with work and other commitments showing myself to be self-motivated, organized and capable of working under pressure. I am able to work well both on my own initiative and as part of a team.

BRIEF EMPLOYMENT HISTORY

Freelance - Web Site Developer

February 2019 – Present

I have been intensely dedicated to web site development and design using WordPress.

I have as a premise the focus on responsive pages that are friendly and interactively accessible on the user's computer, smartphone and tablet.

Customer Facing Rep at Viagogo, Limerick

May 2018 – Present

- I Handle customer's complaints via phone or e-mail. Providing appropriate solutions and alternatives within the time limits and follow up to ensure resolution;

- Keeping records of customer interactions, transactions, comments and complaints.

- Floor Support at the Customer Service – I assist my colleagues on the floor in order to implement corrective actions to measurably improve the customer's experience.

Sales consultant at Coca-Cola Brasil, Mococa-São Paulo

December 2013 – May 2016

- Identified sales performance, opportunities and needs within business establishments. Provided customer service on a daily basis, conducted market research and developed relationship with potentials prospects;
- Monitored the situation of the market, ups and down, finding out competitors, latest innovation of the product portfolio;

INTERSHIPS

Administrative Assistant at Coca-Cola Brasil, Mococa-São Paulo

January 2011 – February 2012

- Monitored the logistic performance of Coca Cola assets (refrigerator and vending machine) through Business Intelligence tool;
- Documented and organized company assets contracts using ERP's, such as Excel and SAP.

EDUCATION

Fatec - SP, Mococa-São Paulo

January 2009 – December 2014

Degree: Higher Education in Information Technology

COURSES

Website Development & Design (QQI Level 5) HTML/CSS/Dreamweaver/CMS at LCFE (Limerick College of Further Education)

September 2019 – current date

PHP - Introduction, Curso em Video

January 2018 – February 2019

General English Course, LISC


June 2016 – November 2017

VOLUNTEER EXPERIENCE AND CAUSES

Donations Collecting for Dóchas Autism Support, Limerick

September 2016 – October 2016

ACHIEVEMENTS

 As a Coca-Cola consultant, I developed a daily market research method to identify the most sold products per area and to define the per capita consumption of my clients, so I could create a marketing plan to effectively achieve my goals and to improve the satisfaction of my clients;

Through this method I increased in 60% the coverage of the Coca Cola portfolio on my daily client's table over a period of 3 months.

REFERENCES

 References available upon request