

# Felipe Santos

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## PROFESSIONAL SUMMARY

Reliable and tech-savvy professional with experience in customer support, IT assistance, and office administration. Skilled in managing client communication, troubleshooting, and team coordination across retail and remote environments. Seeking entry-level roles in customer success, IT helpdesk, or technical support with growth into software engineering.

## TECHNICAL SKILLS

- IT Support: Windows, MacOS, Office 365, basic networking
- Ticketing Systems: Zendesk, Freshdesk (basic usage)
- Remote Tools: Zoom, Slack, Google Workspace
- Programming: Python, HTML/CSS, beginner Java
- CRM & Docs: Google Sheets, Docs, Notion, Airtable

## PROFESSIONAL EXPERIENCE

### Virtual Support Assistant (Remote)

Freelance | Jan 2023 – Present

- Supported clients via chat and email using Google Workspace and Slack
- Managed schedules, onboarding documentation, and customer tickets

### Office Receptionist

Premier Windows Ting | San Bruno, CA | Apr 2023 – Jan 2024

- Greeted clients, scheduled appointments, and coordinated communications
- Issued invoices, tracked visitors, and supported office reporting

### Customer Service & Floor Support

Target | San Mateo, CA | Feb 2022 – Dec 2022

- Assisted with customer inquiries, returns, and product support
- Collaborated with team to maintain floor safety and experience quality

## PROJECTS

### SignMate – AI Sign Language Translator

Python, FastAPI, OpenCV | 2025

- Developed backend for translating input into sign language GIFs and hand-tracked gestures

### Student Planner – Web App

Flask, SQLite | CS50 Final Project | 2024

- Built web app with user login, daily planning, and task tracking features

## EDUCATION & CERTIFICATIONS

### College of San Mateo

A.S. in Computer & Information Science (Expected 2026)

- Relevant Coursework: Java Programming, Networking, Data Structures

### HarvardX / edX

CS50: Introduction to Computer Science – 2024

### Google / Coursera

Google IT Support Certificate – In Progress

## ADDITIONAL INFORMATION

- Multilingual: Fluent in English and Portuguese; conversational in Spanish – ideal for diverse teams and clients
- Strengths: Calm under pressure, detail-oriented, excellent written and verbal communicator
- Availability: Open to remote, hybrid, or office-based roles in IT, admin, or support