FRANCISCO GUEDES_

// JUNIOR DEVELOPER

📞 +351 960213927 ✉️ franciscojmguedes@gmail.com

⊙ @FrancisGuedes in @franciscojmguedes

📍 Lisbon, Portugal

ABOUT_

Passionate about technology and programming, I have been looking for training in this area. My entire professional experience has been focused on Customer Centric and problem solving with a strong commitment to customer satisfaction.

EDUCATION_

// 2020 - 2021

Post-Graduation - Digital Technologies for Management
Instituto Superior Gestão e Economia, Lisbon

Agile Methods (Scrum, Kanban, UML) - Agile Project Management - Competitive Intelligence - Cloud Computing Tools and Application - Data Base Management (SQL) - Information Systems Security - Business Analytics (Power BI) - Software Development (Python) - Software Development Project (Django) - Digital Transformation Strategy - Consulting in Digital Management

// 2019 - 2020

Post-Graduation - Business Management
Instituto Superior Gestão, Lisbon

Business Strategic - Organization Behavior - Business Competitiveness - International Marketing - Finance Management - Economy - Business Ethnics - Analysis of Project Investements - Logistics and Operations - Capital Market

// 2020

Web Developement Certificate
Codecademy

HTML - CSS - GIT - Java Script OOP - HTTPS Requests - JSON - Test Driven Development - React JSX, Components, Hooks - Redux - Relational Data Structures SQL - RESTful APIs - Node.js - Express.js

// 2012 - 2014

CET - Restaurant Management
Escola de Hotelaria e Turismo de Coimbra

EXPERIENCE_

// Teleperformance, Lisbon

APR 2020 - PRESENT

Help Desk / Customer Support in English via chat, email and inbound calls on Netflix and FootLocker projects

// Fauna e Flora, Lisbon

OCT. 2019 - MAY. 2020

Team leader of 14 people where I managed and monitored all the consumer goods, food costs, events, menus and suppliers.

// Fava Tonka, Oporto

MAY 2019 - OCT 2019

Responsible for the restaurant with a team of 9 where I supervised and managed all consumer goods, stocks, variable costs, events, menus and suppliers.

PROJECTS_

⊙ GITHUB

// Relevant repos:

https://github.com/FrancisGuedes/FirstSteps-DigitalEdition
- Volunteer website of a Digital Event connected to the Urban Culture for the First Steps Association, a non profit organization.

  // HTML , CSS, JS With React components

https://github.com/FrancisGuedes/myresume
- My personal website resume that I've forked from a basic template and I'm now customizing it and will add a server-side with express.js to send emails and download my CV.

  // HTML , CSS, JSON, JS With React components