

FRANKLIN ARRUDA

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PROFILE

Confident and competent in all basic IT fundamentals and Customer Service Skill along with sales. Keen to demonstrate my technical problem-solving ability, communication and team skills in a fast-paced dynamic environment. Seeking employment opportunities, where I can continue to develop new skills whilst building on my existing experience and recent training.

KEY SKILLS

- Microsoft Office | Advanced skills formatting cells, creating tables and organizing data in Excel on both desktop and mobile devices, using my certification with Excel in both professional and academic setting.
- Excellent customer service and communication skills
- Technical problem-solving ability
- Detail oriented
- Logical and analytical / Growth mindset
- Languages: Fluent English / Portuguese
- Coding

EDUCATION TRAINING

2021 – Present, [CCT College Dublin](https://www.cct.ie/course/bachelor-of-science-honours-in-computing-and-it/), 30-34 Westmoreland Street, Dublin 2. Bachelor of Science (Honours) in Information Technology – NFQ Level 8.

<https://www.cct.ie/course/bachelor-of-science-honours-in-computing-and-it/>

2017 - Self-taught English Language.

In 2017, I took the initiative to embark on a self-directed journey of learning the English language. Through dedication, perseverance, and a passion for language, I achieved proficiency in English, honing my reading, writing, speaking, and listening skills independently.

SKILLS:

- Proficient in JavaScript, including Node.js
- Familiar with Java programming language
- Strong understanding of HTML and CSS
- Experienced with MySQL
- Knowledgeable in version control with Git
- Proficient in using Figma for design

These additional skills showcase my versatility and ability to work with various development tools, version control systems, and design software to create efficient and effective web-based projects.

PROJECTS

Advanced Excel:

Calculates weekly deducted taxes based on gross earnings and hourly pay. Predicts working time to achieve specific income goals before starting work. Tracks personal income and expenses, aiding productivity and work-life balance for individuals and small businesses.

Desktop App:

Recently, I developed a cross-platform desktop app for my College project, which is the most meaningful creation during my two years at college. The app helps individuals purchase items by offering flexible installment plans and a unique feature to determine comfortable payment amounts, effectively addressing the problem at hand. It's simple, but with really cool features!

EMPLOYMENT HISTORY

While studying full-time for my degree in (Computing and IT). I have been funding my college fees and living expenses in Dublin, by working part-time in a variety of positions.

HOUSE KEEPING ASSISTANT

TCD: Trinity College Dublin, Dublin 02 | Present,

- Maintaining a safe and secure working environment.
- Attend monthly team meetings with managers to give feedback.
- Ensuring the hallway, stairs and windows are cleaned to high standard.
- Cleaning of offices and furniture by hoovering, dusting and polishing.

HOTEL RECEPTIONIST & WAITER

Clontarf Castle Hotel – Dublin 3 | 2021

- Greeted all customers coming to the hotel and over the phone pleasantly.
- Managed and ensured smooth check in and check out of customers.
- Reconciled all invoice payment and other cash activities in shift.

SALES AND MERCHANDISER

Nestlé – São Paulo, Brasil | 2016 – 2020

- Developing merchandising strategies that balance customer's experience and the company's goal. Analyze sales figures, customer's reactions and market trends.
- Produce layout plans for stores and maintain store shelves and inventory. Maintain accurate and attractive merchandise display along with ensuring strategic placement of products to maximize purchases.
- Attendant an average of 100 customers per day in finding or selecting items and providing recommendations when required.

ADDITIONAL INFORMATION

Full Clean Irish Driving License
Own Transport