Gabriel Cordeiro Faria
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About me
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Developer with knowledge in the frontend area, especially with HTML, CSS (Bootstrap and SASS preprocessor), JavaScript frameworks such as VueJS and managing content using CMSes. I am always open to learn new processes, programming languages and whatever is necessary to achieve good results in my work day-by-day.

Education
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- Technical Degree in Systems Analysis and Development (Universidade do Norte do Paraná / UNOPAR - Currently enrolled and expected to finish in December 2024)

- Degree in Geography (Universidade do Estado do Rio de Janeiro / UERJ - Course locked)

- Technical in Logistics (SENAI Niterói - Apr/2013 - Sep/2014).

Professional Experience
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- Technical Support Analyst (Cloudfy Tecnologia - Nov/2022 - Currently)

Providing customer and user support for Cloudfy's ERP system, conducting training on the platform, reporting bugs and feature requests to the development team

- Technical Support Intern (Cloudfy Tecnologia - Jul/2022 - Nov/2022)

Providing support for customers and users of Cloudfy's ERP system through different tools such as N-able take control, Tawk.to and Voip

- Telemarketing Operator (T&S - Locação de mão de obra - EIRELI - Oct/2021 - Feb/2022)

Providing telemarketing call center services for Banco do Brasil. I worked specifically dealing with questions and requests related to credit cards, giving support to an average of 50 customers per day

Other Activities
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- Scientific initiation scholarship researching geographic issues of work and informality at UERJ/FFP under coordination of professor Gustavo Villela (Jul/2018 - Jul/2020)

- Fellow in the extension project "The Future is Now" coordinated by professor Regina Mendes of UERJ/FFP (Sep/2017 - Jun/2018)

Technical Skills
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- Professional and educational experience with different customer support softwares, HTML, CSS (Bootstrap and SASS preprocessor), JavaScript (and its frameworks – especially VueJS), API requests and managing content with headless CMSes

Languages
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- Portuguese (native language)
- English (professional proficiency - also took English classes from 2011 to 2013)