

GIOVANI HENRIQUE FONSECA SOARES

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PERSONAL SUMMARY

I am a Full Stack Software Development student at Code Institute, with graduation expected in September 2023. I have strong skills in HTML, CSS, JavaScript and Python. I am actively seeking new opportunities in the Software Development field and I am continuously dedicated to learning and expanding my skills. My native language is Portuguese and I am fluent in English.

EDUCATION

- **High School** | Brazil

Further Education

- **Code Institute** | Full Stack Software Development – September 2022 – September 2023 | Ireland
- **Arena School of English** | English Language Advanced Level – November 2018 - November 2020 | Ireland

TECHNICAL SKILLS

- HTML, CSS, JavaScript and Python

WORK EXPERIENCE

Risk & Payments Analyst | Facebook | Accenture, Ireland | February 2022 - Present

- Developer related core workflows (appeals, compliance regulation, proactive vetting)
- Provide support to colleagues with their request and handle operational support new products and services
- Sorting user data reports and identifying those that require a deeper review

DevOps Operations | Facebook | Accenture, Ireland | November 2021 – February 2022

- Review content across multiple platforms, databases and applications.
- Provide quality assurance and improve machine classifiers to ensure safety of the platform
- Developer related core workflows (appeals, compliance regulation, proactive vetting)
- Provide support to colleagues with their request and handle operational support new products and services
- Sorting user data reports and identifying those that require a deeper review

Manager | Rotana Cafe, Ireland | July 2021 – November 2021

- Managing restaurant's good image and suggest ways to improve it
- Responding to customer queries and complaints
- Checking stock levels and order supplies
- Providing efficient customer service to over 50 customers daily and welcome them in a courteous manner; escorting them to their table and also informing them of any special offers or meals
- Answering phone calls, booking emails, and delivery orders
- Handling and solving customer's complaints

Deli Assistant & Shop Floor | SuperValu, Ireland | October 2019 - March 2020

Waiter | The Silk Road Cafe, Ireland | August 2019 - October 2019

Waiter & Floor Staff | The Auld Dubliner, Ireland | March 2019 - August 2019

Waiter & Floor Staff | The Back Page, Ireland | January 2019 - March 2019

Administrative Assistant & Client Support | Degral Gestão Empresarial (Brazil) | Sep 2014 to Oct 2018

IT & LANGUAGES SKILLS

- **Language;** Portuguese – Native | English – Advanced
- **IT;** Microsoft Word, Adobe Photoshop (Basic level), Lightroom (Intermediate level).

HOBBIES AND INTERESTS

- I am a Photography Technician graduated at Senac (SP-Brazil 2017-2018), so I love taking pictures, making and editing videos. I've done documentaries with homeless people, band concerts, weddings and birth pictures. I also love travelling and experiencing new cultures.

REFERENCE UPON REQUEST