

## GIOVANI HENRIQUE FONSECA SOARES

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083 425 0448 | [Giovanihf.soares@gmail.com](mailto:Giovanihf.soares@gmail.com) | Full Work Permit – Stamp 4

### 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
- Bootstrap, jQuery, Django
- Database Management: PostgreSQL

### WORK EXPERIENCE

#### **Risk & Payments Analyst | Accenture, Ireland | February 2022 – May 2023**

- 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.
- Understanding of financial fraud trends and compliance violation in commerce and P2P transactions.
- Perform investigation on potential fraud cases and observe customer transactions to identify fraudulent activity such as account takeover, Scam, friendly fraud, theft, and similar other risks.
- Discover new fraud trends by analyzing accounts and transaction patterns.
- Maintain high standards in quality, accuracy, tickets reviewed, utilisation, occupancy, AHT.
- Identify, review, analyze, and manage payment risks in business units.

- Developing effective working relationships with peers, supervisors and maintaining open communication with team lead and client.
- Handle all integrity cases involving customer concerns via email.
- Establish a trusting relationship with customers while effectively communicating policy and delivering difficult news to maintain a positive experience.

#### **DevOps Operations | 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.
- efficient customer service to over 50 customer daily and welcome them in a courteous manner.
- Escort 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 complains.

#### **English Student | Arena School of English, Ireland | November 2018 – January 2021**

- English student while working as Waiter to help me with life cost and got opportunity to improve my skills, including team-player, adaptability, communications, multitask, time management, customer service and attention to details. I honed these skills while working at The Back Page Pub, The Auld Dubliner Pub, The silk Road Café and also Deli Assistant & Shop Floor at SuperValu, Kilbride Classic Cuisine during this period of time.

#### **Accounts Assistant & Administrative Assistant | Degral Gestão Empresarial (Brazil) | Sep 2014 to Oct 2018**

- Preparation, classification and entry of accounting transactions into computerized systems.
- Reconciliation of accounting records with trial balances.
- Calculation of taxes and other duties related to revenue.
- Preparation and submission of mandatory financial statements to government agencies.
- Maintenance and recording of fixed asset depreciation.
- Preparation of the balance sheet and other financial statements.
- Answering phones, directing calls and taking messages.
- Greeting visitors and assisting with their needs.

- Handling incoming and outgoing mail and email.
- Maintaining and organizing files, records and other documents.

### **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***