

HELNISE AFONSO DOS SANTOS

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Professional Summary

Motivated and resilient tech career changer with a growing foundation in IT support and web development. Currently completing a Level 5 Diploma in Web Development, building practical skills in HTML, CSS, Python, and core web technologies. Seeking an entry-level role in IT support or web development.

Key Skills

- HTML, CSS, Python (foundational)
- IT support & troubleshooting fundamentals
- Windows, macOS & Linux
- Problem-solving & communication
- Time management & adaptability

Professional Experience

Personal Care Assistant | Active Care Group | 2021–2023

Supported vulnerable individuals, maintained accurate records, and remained calm under pressure.

Warehouse Picker & Packer | ASOS | 2020–2021

Used handheld IT systems, ensured accuracy, and worked to performance targets.

Hotel Housekeeper / Waitress | Premier Inn | 2017–2020

Delivered professional customer service and maintained high standards independently.

Education

Peterborough College – Level 5 Diploma in Web Development (2025 – Jan 2026)

Netcom Training – BTEC Level 3 IT Support Essentials (2024 – 2025)

The Sheffield College – GCSE English & Maths (2021 – 2022)

The Sheffield College – NVQ Level 2 Air Cabin Crew (2019 – 2020)

References

Available upon request.