Helnise Afonso Dos Santos

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Rotherham

**PERSONAL PROFILE**

A conscientious, reliable, caring and hardworking individual who takes pride in work. Can work well as part of a team but equally can work well independently, now transitioning into IT field. Proven strengths in communication, problem – solving and adapting to new technologies. Recently completed relevant training, demonstrating commitment to continuous learning and strong foundation in IT concept. Seeking an entry – level role in IT support, software development, or cybersecurity to leverage my skill in a new, challenging environment.

**KEY SKILLS**

* Problem- solving and critical thinking
* Basic programming knowledge: HTML, CSS and Python.
* Familiar with operating systems: Windows, MacOS and Linux.
* Ability to work under pressure and remain calm.
* Understanding of IT and troubleshooting.
* Flexible and adaptable willing to learn and develop new skills.
* Time management and multitasking.
* Strong interpersonal and communication skills

**EMPLOYMENT HISTORY**

### Personal Care Assistant 2021/2023

### Active Care Group

* Moving and handling
* Personal care (bathing, dressing, feeding and medication).
* Helping patients improve mental wellbeing by providing a helpful and happy service.
* Maintaining care records
* Preparing meals and ensuring proper nutrition and hydration.
* Following health and safety regulations and safeguarding protocols.

### Warehouse Pick /Pack 2020/2021

### ASOS

* Reported missing or damaged items e.g. Clothes, shoes
* Verifying picked items match order specifications.
* Locating and selecting items from shelves.
* Attention to detail for order accuracy.
* Keeping the picking area tidy and free of hazards.
* Operating warehouse tools like AMT, RDT and trolleys.

### Hotel Housekeeper /Waitress 2017/2020

### *Premier Inn hotel*

* Customer service orientation.
* Discretion and confidentiality.
* Reliability and cleanliness.
* Checking rooms for damages, lost items, or maintenance issues.
* Following cleaning checklists and quality standards.
* Initiative and independence.

**EDUCATION**

### Netcom Training 2024/2025

BTEC Level 3 IT Support Essentials

The Sheffield College 2021/2022

GCSE Math & English

The Sheffield College 2019/2020

NVQ Level 2 Air Cabin Crew

**REFERENCES**

Available upon request.