



## Inácio Afonso Pires Fernandes

**Date of birth:** 02/07/1998 | **Nationality:** Sao Tomean | **Gender:** Male | **Phone number:** (+351) 964957371 (Mobile) | **Email address:** [inaciopiresfernandes@gmail.com](mailto:inaciopiresfernandes@gmail.com) | **LinkedIn:** [linkedin.com/in/inácio-afonso-fernandes-62569b1a3/](https://www.linkedin.com/in/inácio-afonso-fernandes-62569b1a3/) |

**Address:** Rua das Malvas 6 1º Esquerdo, 2635-108, Rio de Mouro, Portugal (Home)

### ABOUT ME

I am interested in website development, software, data management and analysis, network management and management of information systems.

### WORK EXPERIENCE

14/04/2022 – 10/06/2023 BRAGANÇA, Portugal

#### WEB DEVELOPER BARBERSHOP PROJECT

Development of a web platform for marking

- Writing well-structured and efficient code using best practices software development.
- Creation of layouts/user interfaces and site administrator using practices standard HTML/CSS.
- Integration of data from various back-end services and databases.
- Cooperation with web designers to meet the project's visual design.

06/02/2023 – 15/04/2023 BRAGANÇA, Portugal

#### SOFTWARE DEVELOPER AIRFAST PROJECT

Development of a ticket purchase application for android

- Requirements analysis
- Development of features using KOTLIN programming language.
- Integration with APIs and database.
- In-app testing.

14/08/2023 – CURRENT Lisbon, Portugal

#### CALL CENTER ASSISTANT ALTICE PORTUGAL

- Customer support in billing management
- Customer support in concluding a new contract
- Technical support

### EDUCATION AND TRAINING

29/11/2017 – 20/10/2021 BRAGANÇA, Portugal

#### DEGREE IN MANAGEMENT INFORMATICS Instituto Politécnico de Bragança

**Address** Instituto Politécnico de Bragança Campus de Santa Apolónia, 5300-253,, BRAGANÇA, Portugal |

**Website** <https://portal3.ipb.pt/index.php/pt/>

22/10/2021 – 10/07/2023 Bragança, Portugal

#### MASTER'S DEGREE IN INFORMATICS Instituto Politécnico de Bragança

**Address** Instituto Politécnico de Bragança Campus de Santa Apolónia, 5300-253, Bragança, Portugal |

**Website** <https://portal3.ipb.pt/index.php/pt/>

● **COMMUNICATION AND INTERPERSONAL SKILLS**

**Experience in programming languages:**

Solid experience in several programming languages, including Java, HTML5, PHP, SQL, JavaScript, Kotlin, C, C++, Python and VBA. Ability to develop efficient and adaptable solutions, ranging from the creation of dynamic web applications to software development, process automation and data manipulation. Ability to apply good programming practices and code optimization to ensure performance, security and scalability.

**Experience with Artificial Intelligence development**

Experience in developing AI solutions in Python, using libraries such as TensorFlow, Keras and Scikitlearn. Focus on machine learning, neural networks and data processing, from collection to implementation of predictive models, ensuring efficiency and scalability

**Experience in data analysis**

Experience in data analysis using Power BI to create interactive dashboards and visual reports. Ability to transform raw data into actionable insights, with a focus on optimizing decision-making processes through clear and personalized visualizations. Knowledge of data modeling, DAX and integration of diverse data sources.

**Customer Communication Experience**

Experience gained as a call center assistant, focusing on active listening and customer service, providing efficient solutions to solve problems and ensure a positive experience. I developed clear communication, empathy and conflict resolution skills, always seeking to meet customer needs in an agile and effective manner.

● **LANGUAGE SKILLS**

Mother tongue(s): **PORTUGUESE**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	B2	B2	B1	B1	B2
FRENCH	B1	B1	B1	B1	B1
SPANISH	B1	B2	B2	B1	B2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● **DIGITAL SKILLS**

Excellent Communication Skills | Good organizational and coordination skills | leadership ability | Microsoft Office | Microsoft Excel | Microsoft Powerpoint | Microsoft Word | Social Media | Outlook | Google Drive

● **DRIVING LICENCE**

Driving Licence: B1 | 29/11/2017 – 23/06/2033

Driving Licence: B | 29/11/2017 – 23/06/2033