

Julio Retkwa Vieira Dos Santos

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About me

Tech professional since 2019, specializing in Support and Frontend development. Achieved three Acquia Drupal Developer certifications. Thrives in collaborative, high-pressure scenarios, meeting demanding SLAs. Proficient in English, aiming to leverage skills in dynamic work environments. Eager to explore innovative frontend solutions within CMS architecture structures. Remote-ready and experienced in working across different time zones.

Professional experience

Frontend/Support fullstack - Zoocha

www.zoocha.com

- Specialized in Drupal frontend development with a focus on support.
- Resolved issues within tight SLAs for clients based in the UK and the USA.
- Communicated daily using Jira and Confluence.
- Responsible for resolving back and frontend architecture issues in Drupal CMS.

Key Responsibilities:

- Mentored junior team members.
- Responded to escalated issues at the third line.
- Tracked issues and communicated status to clients.
- Collaborated with the test team to ensure quality.
- Provided daily updates to Project and Service Desk Manager.
- Acted as the first line of response to incoming tickets in the absence of the Service Desk Manager.
- Solved problems and collaborated with the wider frontend team.

- Ensured solutions met internationally recognized standards of accessibility (W3C).

Tools Used:

- Drupal 7 - 10
- Storybook
- Twig
- Jenkins
- Docker
- Nginx
- MySQL
- Acquia Site Studio
- PHP
- JavaScript
- CSS
- HTML
- Site Studio

Skills and Achievements

- Acquia Certified Developer - Drupal 10 (2024)
- Acquia Certified Front End Specialist - Drupal 9 (2023)
- Acquia Certified Site Builder - Drupal 9 (2022)
- ITIL 4 Foundation Level (2020)

Technical Skills:

- Drupal Development
- Frontend Development
- Support and Issue Resolution
- Accessibility Standards (W3C)
- Agile Methodologies
- Project Management Tools (Jira, Confluence)

Achievements:

- Successfully resolved over 700 client issues/Bugs within tight SLAs.
- Mentored and trained 5 junior developers, enhancing team performance.
- Implemented accessibility standards across 10 major UK government projects.

Education

- **Bachelor's Degree in System Analysis** Uniavan (2023)