

# Iago Felipe Steigleder Bacci

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I am Iago Bacci, a dedicated student in the field of Technology, currently studying Systems Analysis and Development. I am actively seeking opportunities that allow me not only to apply my professional skills but also to expand my knowledge and acquire new competencies.

## Professional Experience

### Inbound Telemarketing Operator, Sinapse Atendimentos

(Mar 2024 - May 2024)

- Inbound customer service;
- Information recording and updating;
- Meeting service targets;
- Resolving customer issues.

### Cashier, Havan S.A

Jul 2022 - Apr 2023)

- Receiving and recording payments;
- Cash balancing;
- Assisting in stock management;
- Store organization.

### Logistics Operator, Vulcabras

(Oct 2021 - Apr 2022)

- Order checking;
- Order storage and preparation;
- Picking collection;
- Assisting with cleaning;
- Pallet assembly.

### Store Operator, Spani

(Jul 2021 - Oct 2021)

- Customer service and assistance;
- Product restocking and organization;
- Deli counter service;
- Store cleaning maintenance.

## Academic Background

### Systems Analysis and Development - 2° Semestre

Federal Institute of São Paulo

(2023 - Present)

### High School Diploma

Graduado

(2015 - 2018)

## Courses & Projects

Typing, Microcamp (2010)

Graphic Design, Micropro (2017 - 2019)

English, Micropro (2017 - 2019)

HTML5 & CSS3 - Modules 1, 2 & 3,

Curso em Vídeo (2023)

Start Game Dev (2024)

## Skills

- Intermediate English;
- Continuous Learning;
- Assertive Communication;
- Programming Logic;
- Extensive Computer Knowledge;
- Basic/Intermediate Office Suite.