

IGOR DOS SANTOS



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<https://github.com/Igor-dos-santos>



https://github.com/Igor-dos-santos/My_Portfolio

Summary

- BSc (Honours) Computing 4th year specializing in Software Development.
- Proficient in programming languages and business software.
- Experienced in cloud environments: AWS, Heroku, Azure, and GitHub.
- Practical knowledge of Digital Marketing, including social media advertising and SEO strategies.
- Extensive work experience with social media platforms.
- Passionate about Artificial Intelligence, with a focus on Machine Learning and Large Language Model AI.

Education

BSc (Honours) in Computing 4th year - 09/19 – 08/23
National College of Ireland, Dublin

Key Modules: DevOps, Advanced Databases, Advanced Programming, Artificial Intelligence, Software App for Business, Operating Systems, Software Engineering, Web Application Development, Advanced Networking, Cybersecurity.

Main Projects: (Please refer to my GitHub page for the full portfolio of my projects)

- E-commerce Web App – Python, Django, PostgreSQL and Amazon AWS.
- Django Custom Model User, Product Variations, Cart, payment processing through PayPal and credit card and deployed using AWS Elastic Beanstalk.
- Portfolio Website – React JS, Bootstrap, ES6+
- Responsive, lightweight application with an interactive beautiful design. Project showcase, CV download, Tech-Blog posts, work history and Education.
- React Calculator App – React JS, HTML, CSS, Bootstrap
- A react web app to demonstrate major functionalities of a calculator.

◆ Online Courses & Certifications

- Introduction to Artificial Intelligence – Coursera
- B2B Sales Foundations – LinkedIn Learning
- Team Leader Preparation – OAK Learning Platform
- E-commerce Web App Development – Python, Django + PayPal e-payment – Udemy

Programming Skills

- **JavaScript:** Very familiar with frameworks such as React, TypeScript and Vue.js.
Projects Developed: React Portfolio, Recipes App, React Calculator App.
- **Java:** Able to consolidate fundamental understanding of Data Structures and Object-Oriented principles in order to deliver projects with enhanced efficiency and visually clean code.
- **Python:** Explored the depths of Python libraries such as Django, NumPy, Pandas. Experienced in Artificial Intelligence technologies and ML concepts. **Projects:** Chess AI, eCommerce.
- **Databases:** Consolidated knowledge regarding Databases. I learned how to create and manage relational and non-relational databases. SQL, MongoDB, PostgreSQL.
- **Cloud Deployment:** Experience deploying on AWS, Heroku, Microsoft Azure.

Exceptional Skills

- **Communication:** Excellent communicator able to speak clearly, professionally up to academic standards both in writing and speaking. Outstanding presentation skills.
- **Annotator:** Ability to efficiently capture and summarize information from trainings and meetings.
- **Time-Management:** Highly adept at effectively managing time, utilizing a personalized approach inspired by renowned experts in the field.
- **Troubleshooting:** Able to provide technical support in an easy-to-understand approach.

Work experience

◆ Covalen - CPL / **Generative AI Annotator**

Jul 2023 – Present - Remote

- Analysing and offering valuable insights on patterns observed in the annotated data from the AI chat bot.
- Researching new entity categories and best practices for organizing them and creating guidelines.
- Performing in-depth research, generating comprehensive annotations, reports, and actionable suggestions based on analysed data that leads to guideline creation.

Learning Outcomes: Developed strong proficiency in English language and domain knowledge in Generative AI LLM. I learnt to provide valuable insights on observed patterns in annotated data and to conduct deep research to enhance data annotation, organization and representation in various formats, discussing in the form of team presentations.

◆ Covalen - CPL / **Senior Operations Analyst – Risk & Response Global Legal Escalations**

Sept 2021 – July 2023 - Dublin, Ireland. (2+ years)

- Investigating social media accounts, providing troubleshooting to users and improving overall account security.
- Collaborating across time zones to handle escalations, resolve issues, and meet urgent deadlines through video calls, work chat, and emails.
- Providing reports and business analysis, presenting results and improvements to partners and clients.
- Providing training, support and orientation to new staff members while building guidelines to ensure quality and standardization. Outstanding verbal and written communication levels, fast typing and exemplary organisation.

Learning Outcomes: Meticulous attention to details, assistance with frontend updates, providing easy-to-understand troubleshooting to help users resolve technical issues when trying to regain access, to monetize, or to delete their accounts on the platform. Reviewing and resolving issues regarding ADs. Worked remotely for a full year.

◆ Covalen - CPL / **Operations Analyst**

Nov 2020 – Sept 2021 - Dublin, Ireland. (10 months)

- Able to maintain effective communication daily through multiple video calls, emails and work chat messages.
- Performing social media accounts investigations and providing simplified steps to help resolve account issues.
- Effectively worked with multi-cultural teams maintaining a light ambiance and creating positive relationships.

Learning Outcomes: Rapidly acquired proficiency in the essential tools and software, including Power BI and internal investigation tools. Proficient in MS Excel for report creation and visualization. Developed excellent time management skills, successfully meeting deadlines amidst a demanding schedule of meetings, presentations, and report delivery.

◆ Button Factory / **Manager**

Nov 2018 – Nov 2020 - Dublin, Ireland (2 years)

- Developed and implemented sales strategies to uphold high standards of service, enhance staff training, and drive sales growth with immediate visible results.
- Establishing a robust social media presence by leveraging through various platforms to promote the business.
- Able to negotiate with suppliers to provide cost-cutting solutions to upper management and create new sales strategies based on updated stock prices.

Overall, my experience as a manager equipped me with a diverse skill set that includes strategic business management, staff development, cost management, Sales promotions, and event coordination. These skills have not only contributed to the growth of the business but have also prepared me for new challenges and opportunities in my career. Able to improve sales income and continuously deliver outstanding customer service.

Additional Info

- Full work and residence permission: EEA Countries | Brazil & Mercosur countries
- Fluent in English, Portuguese & Spanish.
- Experience working remotely.
- References available upon request.