IGOR DOS SANTOS

Glasnevin D9– Dublin/Ireland

+353 83 846 8058

a2sigor@gmail.com

https://www.linkedin.com/in/igor-dos-santos/

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

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

Summary

- BSc (Honours) Computing 4th year with specialization in Software Development. Averaging a 2:1.
- Consolidated knowledge in Java, Python, Ruby, PHP, SQL, HTML, CSS, JavaScript, and respective frameworks.
- Proficient in Object Oriented Programming (OOP) principles.
- Experienced in cloud environments (AWS, Heroku, GitHub).
- Practical experience with CI/CD through CircleCI, and various types of Testing and Deployment.
- Highly skilled in Microsoft Office suite. Advanced Excel.
- Proactive, empathetic, and known for fostering positive relationships and collaborative environments.

Education

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

Key Modules: Advanced Databases, Data Structure and Algorithms, Advanced Programming, Object Oriented Programming, Operating Systems, Problem Solving, Software Engineering, Web Application Development, Advanced Networking, Cybersecurity, DevOps.

Main Projects: (Description and details available on my GitHub page)

- E-commerce Web App – Python, Django, PostgreSQL and Amazon AWS.
  - Django Custom Model User, Product Variations, Cart, payment processing.

- 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 Recipes App – React JS, HTML, CSS, Bootstrap
  - A simple react web app to demonstrate major functionalities of a calculator.

- Online Courses & Certifications
  - Complete Web Development 2021 - Udemy
  - Ruby + Gems full Course – Udemy
  - Git and GitHub – Udemy
  - E-commerce Web App Development – Udemy

Programming Skills

- **HTML / CSS:** Developed multiple responsive websites and styled web applications using these two languages. Experienced with frameworks such as **Bootstrap**.

- **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 Machine Learning and AI understanding highly complex concepts using Python to organise, manipulate and present data. ***Projects:*** Chess AI, eCommerce.

- **Ruby:** Crypto portfolio project & Recipes-App. Profound understanding of Ruby on Rails, gems, Devise and cloud deployment. Project pushed to GitHub and deployed on Heroku.

- **PHP:** Used PHP to make server-side connections with PDO, and to make the web page more dynamic and interactive.

- **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.

Work experience

♦ Covalen - CPL / **Senior Operations Analyst – Risk & Response Global Legal Escalations**
Sept 2021 – Present - Dublin, Ireland.

Key Responsibilities:
- Investigating social media accounts, providing troubleshooting to users and improving overall account security.
- Collaborating with multiple teams across different time zones to handle escalations effectively, ensuring timely resolution of issues and meeting simultaneous urgent deadlines.
- Providing reports, business analysis, presenting results and improvements to partners and clients.
- Providing training, support and orientation to new staff members as well as building guidelines to ensure quality.

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.

Key Responsibilities:
- Maintaining effective communication by email, work chat and video calls with teams in different time zones.
- Analysing PHP and JavaScript reports to monitor, apply and revert feature limits, bans, and hacker activity.
- Effectively worked with multi-cultural teams maintaining professionalism and always delivering top quality work.

Learning Outcomes: Acquired proficiency in the essential tools and software, including Microsoft Office with a strong focus on MS Excel, enabling efficient task execution. Developed excellent time management skills, consistently meeting deadlines amidst a demanding schedule of meetings and report deliveries. Gained expertise in hacker investigation and identification, contributing to enhanced security measures applied to social media accounts.

♦ Button Factory / **Manager**
Nov 2018 – Nov 2020 - Dublin, Ireland

Key Responsibilities:

- Led the design and creation of engaging drinks/food menus, ensuring alignment with stock control systems.
- Developed and implemented strategies to uphold high standards of service, enhance staff training, and drive sales growth with immediate visible results.
- Promoting and managing cultural events of significant scale coordinating over 30 staff members defining roles, and establishing a robust social media presence leveraging various platforms to promote the business.

Overall, my experience as a manager equipped me with a diverse skill set that includes strategic business management, staff development, cost management, 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.

♦ AK Communications / **Executive Assistant and Graphic Designer**
Dec 2017 – Sep 2018 - Brasilia, Brazil
Key Responsibilities:

- Creating and presenting reports in international business meetings for partners, clients, and authorities.
- Photo and video editing using Adobe Photoshop, illustrator, Canva, FlexClip.
- Drone video making expert and Social Media content creator to promote sales.

Additional Info

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