IGOR DOS SANTOS

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Summary

- BSc (Hons) Computing 3rd year student with a keen interest in Full-Stack Web Development.

- Good knowledge in HTML, CSS, JavaScript, PHP, MySQL, responsive web design & Object- Oriented-Programming.

- Practical experience developing software and creating dynamic web application projects in a team environment while studying at the National College of Ireland.

- Critical thinker, who enjoys logical problems. Eager on developing my technological skills.

Education

BSc (Honours) in Computing 3rd year   **09/19 – 05/23**
National College of Ireland, Dublin

Key Modules: Advanced Databases, Data Structure and Algorithms, Introduction to Programming, Object Oriented Programming – OOP, Operating Systems, Problem Solving, Software Application for Business, Software Engineering, Web Application and Development, Web Design.

First year project: Developed a fully responsive web page, having a complete interaction with the client, developing wireframe and hosting the web page.
Technologies used: HTML5, CSS3, JavaScript and Bootstrap.

Second year project: Developed an interactive and dynamic web application, which allows the user to register and log in, saving all the information in the database and having a secure and restricted area.
Technologies used: HTML5, CSS3, PHP, SQL and XAMPP.

- Online Courses that helped me expand my knowledge in technology:
  - Complete Web Development 2021 - Udemy
  - JavaScript complete Course - Udemy
  - W3 Schools

Technologies

- **HTML / CSS:** Over 2 years studying Hyper Text Markup Language and Cascading Style Sheets at NCI and complementary courses. Developed a fully responsive web site as part of my first-year web design module.

- **PHP:** Used PHP in my 2nd year project to make the server-side connection with PDO and to make the web page dynamic and interactive.

- **JavaScript:** Used JavaScript in multiple projects developing dynamic responsive web pages. Also used in my Web Application final project.

- **Java:** Studied Java programming language for over 2 years, having a fundamental understanding of Data Structures and concepts of Object-Oriented Programming.

- **Databases:** Studied Databases in my second year where I learned how to create and manage relational and non-relational databases.

- **SQL:** Gained knowledge of SQL and developed databases by writing queries.

- **Bootstrap:** Used this framework in college projects, developing responsive websites.

Work experience

- Operations Analyst / Legal Enforcement Agent at Facebook CPL/Covalen
  Dublin, Ireland.
  Dec 2020 – Present

Responsibilities:
- Validating, investigating and responding to inquiries within established guidelines and policies.
- Understanding and performing content reviews under client supervision for International and Domestic cases following client processes and procedures.
- Demonstrating speed, agility, critical-thinking, problem-solving skills and an ability to ramp up quickly in the job.
- Keeping an open line of communication between international clients and the company respecting different time zones and local cultural aspects.

Responsible for making sure the guidelines of the company are being followed by the users in order to provide a safer environment on the social media platform that is suitable for all. Working with escalation processes and Judicial Orders. This job requires excellent organizational skills in Microsoft Office, in especial Excel and Word as well as Teamwork, attention to detail and considerable reliability regarding deadlines.

- Button Factory | Bar Manager
  Dublin, Ireland.
  Nov 2018 – Sep 2020

Responsibilities:

- Project planning and time management.
- Budget control using Microsoft Excel.
- Multilingual customer care face to face, via phone calls and professional E-mails.
- Product advertisement, online presence, promotion and content review.
- Promoting cultural events for hundreds of people.

This job required extraordinary organisational and communicational skills as well as emotional intelligence in order to deal gracefully with adversities regarding customer satisfaction

- Industrial Graphic | Executive Assistant
  Brasilia, Brazil
  Dec 2017 – Sep 2018

Responsibilities:

- Scheduling meetings and virtual conferences.
- Organising the database and document digitalization.
- Live translation in international meetings and document translation mostly in Portuguese, English and Spanish.
- Microsoft Office Word, Excel and PowerPoint were constantly required.

This job provided an exceptional view of the business world taking participation in international meetings with important authorities and clients discussing work related matters. Selling and buying various products.

Additional Info

- Work and residence permission: EEA Countries | Brazil & Mercosul countries
- Fluent in Portuguese, English & Spanish
- References available upon request.