João Bernardo

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📍 **Home:** Arruda dos Vinhos, (Portugal)

WORK EXPERIENCE

Freelancer

[03/2024 – Current]

- Leading as a "one-man show", the development of a pharmacy-related mobile application using OutSystems, from initial client consultation to final delivery.
- Gathering the client's requirements, ensuring a complete understanding of the project's objectives and specifications
- Lead the initiation phase of the project, including defining the scope, timeline, and deliverables
- Implement agile methodologies to simplify development processes and ensure flexibility in responding to customer feedback, while delivering value
- Manage all aspects of development, including design, coding, integrations, bootstrap, testing, and deployment
- Adapt and solve problems to overcome technical challenges and improve the application's functionality
- Employ best practices in user experience (UX) design to create an intuitive and user-friendly interface for the application

OutSystems Developer Trainee

ITup [09/2023 – 11/2023]

- Introduction to OutSystems: Basics of the platform, its features, and environment.
- Fundamentals of OutSystems Development: Core concepts, data modeling, UI development.
- Building Applications: Start with simple projects and progress to complex solutions.
- OutSystems Development Framework: Architecture, patterns, best practices.
- Practical Exercises: Hands-on projects to reinforce learning.
- Database Proficiency: Integrating databases, data modeling.
- CSS for Web Design: Enhancing UI using CSS.

Project Manager - Construction

Domman Group [2022 – 2023]

- Managed construction projects ensuring safety, timeliness, and cost-effectiveness.
- Successfully reduced project costs by an average of 15% and shortened delivery timelines by a month.
- Oversaw projects from planning to completion, emphasizing safety protocols throughout.
- Efficiently managed resources including personnel, materials, and equipment.
- Optimized resource allocation to improve project efficiency and cost-effectiveness.
- Addressed client concerns and provided regular progress reports to ensure client satisfaction.
- Proactively identified opportunities for process improvement and efficiency enhancement.

Project Leader - Digital Transformation

Decathlon [2021 – 2022]

- Led the implementation of the "phygital" concept, integrating physical stores with digital capabilities.
- Transformed physical stores into dynamic digital sales platforms, boosting online revenue share from 5% to 15% and overall store revenue from 6.5k to 7k.
- Facilitated digital engagement between the team and customers, bridging the gap between physical and online sales channels.
- Managed the "On-site live chat" team to ensure optimal performance, overseeing activities to provide effective communication and support for customers.
- Utilized data analysis to track digital sales growth and evaluate the efficiency of live chat features.

Operations Manager

Decathlon [2016 – 2021]

- Developed and executed budget plans to improve workflow and productivity within the Business Unit.
- Effectively managed financial resources to align with operational objectives.
- Conducted operational audits to enhance efficiency, resulting in improved audit outcomes from 70% to 98%.
- Identified and implemented process enhancements to streamline operations.
- Implemented and monitored safety protocols to safeguard store infrastructure.
- Addressed operational challenges through effective problem-solving.
- Managed supply chain activities to regulate and optimize stock levels.

Department manager

Decathlon [2015 – 2022]

- Developed and executed sales strategies, leading to increased store revenue share from 2.5k to 3k.
- Optimized supply performance to ensure product availability and meet customer demand.
- Implemented initiatives to capture and expand local market share.
- Conducted market analysis to identify competitive opportunities.
- Prioritized team performance enhancement through targeted training in multitasking environments.
- Managed recruitment to onboard skilled team members.
- Implemented performance management strategies to improve individual and team performance.
- Fostered a positive and collaborative work environment through team-building initiatives.

Call Center Agent

Contact [2013 – 2014]

- Addressed customer inquiries regarding Vodafone, MEO, and EDP energy campaigns.
- Offered effective solutions to resolve customer concerns promptly.
- Engaged in training and development programs to improve skills and knowledge.

PROJECTS

The following link lists the IT projects I have carried out to date

Link: https://drive.google.com/file/d/1EmgRub7-0lsMuV-q4C--SXwmWHXA5iTa/view?usp=drive_link

EDUCATION AND TRAINING

Mendix Rapid Developer
Mendix [2024]

Associate Developer (ODC)
Outsystems [2024]

Associate Reactive Developer (Outsystems 11)
Outsystems [2023]

Outsystems Developer trainee
ITup [2023]

Scrum Master
Scrum Alliance [2023]

Autocad 2D
Comunilog [2023]

Advanced Excel
Galileu [2022]

Project Management
Coursera [2021]

Digital Marketing
Google [2021]

Bachelor of Science - Biology
University of Évora [2010 – 2014]

LANGUAGE SKILLS

Mother tongue(s): Portuguese

Other language(s):

English

LISTENING C1 **READING** C1 **WRITING** C1

SPOKEN PRODUCTION B1 **SPOKEN INTERACTION** B1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DIGITAL SKILLS

Technologies

Outsystems Service Studio / Experience in Outsystems Development / Mendix developer / DataBase Sql Server / Mendix / Organizational and planning skills / Knowledge of SQL. / Web Technologies Fundamentals - HTML, CSS

Tools

Git (Github / Gitlab) / Balsamiq Mockup3 / Low code Platform (Mendix) / Microsoft Office package: Microsoft Word, Excel, PowerPoint, Access / Visual Studio/ Visual Studio Code

Methodologies

Agile-Scrum / Agile / Waterfall