Joaquim Costa

JOB TITLE: Junior Software Developer| Technical Support Specialist | IT Support Professional | Help Desk Analyst

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My Career Essence

I am an IT professional excelling in customer service, technical support, and junior software development, driven by a passion for solving challenges. I bring to life innovative projects like a personal portfolio website and engaging applications, reflecting my creative and technical skills. Actively contributing to open-source initiatives on GitHub, I collaborate globally and enhance my expertise. As a dedicated, communicative, and highly collaborative individual, I thrive in dynamic team settings and am committed to making a positive impact.

EDUCATION

Zetaweb Institute
Advanced Diploma in Business Management **Link**

Dec 2020
Cape Town, SA

Major: Business Management, Project Management, Finance Management, Stock Management, Public Relations

College SA
IT Professional **Link**

Fev 2025
Cape Town, SA

Major: CompTIA A+, CompTIA Network+ and CompTIA Security+, CCNA, Microsoft Azure Fundamentals and Cloud

CERTIFICATIONS

Internship and Virtual Accomplishment and Certificates – Forage: **Link**

LinkedIn Learning Certificates and Accomplishments: **Link**

Oracle Certificates and Exams: **Link**

Coursera Certificates and Accomplishments: **Link**

EXPERIENCE

Open Source Contributor
GitHub Community

Jun 2025 – Present
Remote

- Collaborated with global developer communities on GitHub, contributing to high-profile open-source organizations including Microsoft, and CS50, enhancing web development and educational tools.
- Documented code improvements and fixed bugs in freeCodeCamp's curriculum repositories, supporting millions of learners worldwide in acquiring programming skills.
- Participated in issue triage and pull request reviews for roadmap.sh projects, improving platform accessibility and government digital services.
- Developed features and resolved UI/UX issues for creative tools in Hundred Rabbits repositories, fostering innovative open-source design solutions.

BestService
Technical Support Specialist

Sep 2024 – Present
Cape Town, SA

- Provide technical support and maintenance for call center systems, including Kayako, Xcally Motion and other call center applications.
- Troubleshoot and provide remote support to resolve hardware, software, and network-related issues for casino staff and systems.
- Assist employees with system access, password resets, and basic troubleshooting for workstations and applications
- Install, update, and configure software remotely to ensure optimal functionality.

Dorvon PL
Customer Support

Jan 2023 – April 2024
Cape Town, SA

- Use a deeper understanding of the product or service to troubleshoot issues and assist agents in resolving customer problems.
- Take ownership of cases that cannot be resolved by agents, handling more technical, complex, or sensitive issues.
- Collaborate with other teams and departments to address issues that require in-depth technical expertise or feature adjustments.
- Suggest process improvements or customer service practices and create tasks in Jira Software, Intercom and Slack.

Convio Int
Customer Service

Fev 2020 – Abril 2021
Cape Town, SA

- Use a deeper understanding of the product or service to troubleshoot issues and assist agents in resolving customer problems.
- Take ownership of cases that cannot be resolved by agents, handling more technical, complex, or sensitive issues.
- Collaborate with other teams and departments to address issues that require in-depth technical expertise or feature adjustments.
- Delivered high-quality customer support through various channels, including live chat, email, and phone, account issues, and bonus offers.

PROJECTS

My Portfolio Website   **HTML| CSS | JavaScript**

Developed a dynamic and responsive personal portfolio website to showcase projects, skills, professional experience, and contact information. Implemented smooth scrolling navigation, an animated typing effect, and a scroll-to-top button to enhance user experience.

Code Source | **Live**

AutoExchange Website   **HTML| CSS | JavaScript**

Developed a responsive static website inspired by AutoTrader, designed as a conceptual prototype for a car marketplace platform tailored to the South African market. features an intuitive user interface with dynamic functionalities, showcasing expertise in front-end web development and a focus on delivering market-specific digital solutions.

Code Source | **Live**

Roadmap-Sh-Project   **HTML| CSS | JavaScript**

showcasing a collection of web projects aimed at enhancing user experience and technical skills. Includes a Basic HTML Website, a Changelog Component for version tracking, a Personal Portfolio with CSS styling, and a Single-Page CV with updated documentation

Code Source

SKILLS

Languages: HTML, CSS, JavaScript and Python

IT Service & Networking: Hardware & Software Troubleshooting, System & Server Administration Cloud & Virtualization, Network, Security

Developer Tools: Git & Github, command Line, Jira, GitLab, Bitbucket, Azure, Googe Cloud, Codeberg, Gitea Gogs, Vercel

CRM Tools: Salesforce, HubSpot, Microsoft Dynamics 365, Intercom, Zendesk

Soft Skills: Communication, Problem-Solving, Time Management, Adaptability, Team Collaboration

LANGUAGES

Portuguese: Native

English: Fluent / Professional