Joaquim Costa
Entry-Level Full Stack Developer & IT Specialist

Cape Town, South Africa | +27681486307 | joaquimdacosta1999@gmail.com | GitHub | LinkedIn | Portfolio

EDUCATION

Zetaweb Institute   Cape Town, South Africa

Bachelor of Engineering in Computer Science   Dec 2020
- GPA: 3.6/4.0, Dean's List 2024-2025
- Coursework: Web Development, Databases, Software Engineering

WORK EXPERIENCE

Technical Support Specialist, BestService   Cape Town, South Africa
                                                              Sep 2023 - Present

- Provide technical support via phone/email/chat, resolving hardware/software/network issues.
- Log tickets and solutions in CRM, updating the knowledge base.
- Diagnose complex issues with tools, ensuring high customer satisfaction.
- Train users on software/systems, reducing support requests.

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Customer Support, Dorvon   Cape Town, South Africa
                                                              Feb 2022 - Aug 2023

- Maintained call center systems (Kayako, Xcally Motion).
- Offered remote support for hardware/software/network issues.
- Assisted with system access, password resets, and troubleshooting.

Sales Representative, Covio PTL   Cape Town, South Africa
                                                              Feb 2022 - Aug 2023
- Handled inquiries/complaints via phone/email/chat.
- Provided accurate product/policy information.
- Resolved issues efficiently, boosting satisfaction.
- Recorded interactions and followed up on unresolved cases.

PROJECTS

Personal Portfolio Website   Jul 2025

- Built a responsive site with React and Tailwind CSS.
- Deployed on Netlify with 99.9% uptime.
- Added dynamic content for project updates.
- Optimized for mobile and desktop use.   - Optimized for mobile and desktop use.

Task Tracker App   Aug 2025
- Developed a Vue.js, Express.js, PostgreSQL app.
- Implemented OAuth for secure user access.
- Included task prioritization and tracking.
- Tested with 30 users for functionality.   - Tested with 30 users for functionality.

E-Commerce Prototype   Jul 2024
- Created a MERN stack site with 50+ listings.
- Added real-time cart updates, cutting errors by 15%.
- Designed a searchable, filterable interface.
- Deployed on Heroku for public access.   - Deployed on Heroku for public access.

SKILLS & ADDITIONAL
- Front-End Development: HTML5, CSS3, JavaScript (ES6+), React.js, Bootstrap, Python, Responsive Design
- Back-End Development: Node.js, Express.js, PHP (basic), RESTful APIs
- Database Management: MySQL, MongoDB, PostgreSQL
- Tools: React, Node.js, MongoDB, Git, GitHub/GitLab
- Dev Tools: Visual Studio Code, Postman, Docker (basics), npm/yarn
- Activities: CompTIA A+ / Network+ / Security+
- Cloud & Virtualization: AWS (EC2, S3, IAM), Microsoft Azure, VirtualBox/VMware