

IGOR EDUARDO GULAK

SOFTWARE
DEVELOPER
BACK - END

>> ABOUT

mangangaba.com.br

< / CONTACT >

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< / BACKGROUND >

>> Customer Success

AKT Software @ march/2022 until present

The key to customer success is empathy. The ability to put yourself in the customer's shoes and understand their point of view is important. The representative acts as the customer's internal advocate. The mission to delight them continued with a positive and customer-centric attitude. Ensure effectively adding value to the benefits of our products and services. Develop and share best practices with team members to continually improve the quality, efficiency and efficiency of our processes.

>> Help Desk

Muffato @ november/2021 to march/2022

Provides technical support for installing, configuring, and maintaining software and hardware, performs functional testing, and monitors the performance of technical resources.

>> Cashier

Adidas @ setembro/2021 to outubro/2021

The professional is responsible for opening and closing cash, processing and receiving payment and issuing invoices. In addition to administrative tasks, the cashier acts directly in customer service, as it is he who finalizes and finalizes the purchase.

< / ACADEMIC >

>> Federal Technological University of Paraná

Computer Science @ march/2018 to december/2018

/ Assistance in graphic pieces for the education department (DEPED)
Collaboration for junior company

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< / HARD SKILLS >

Javascript/Vue/TypeScript
HTML/CSS/SASS
PostgreSQL/SQL
Bootstrap
Docker
C/C++
Node
PHP
Git

< / LANGUAGES >

Portuguese (PT-BR)
English (USA)