





MARCO CHURRA

CONTACTS

 **Lisbon, Portugal**
(Open to remote or reallocation)

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 **<https://github.com/MarChurra>**

BRIEF DESCRIPTION

Always curious, I am continuously seeking new opportunities and challenges for growth, both professionally and personally.

I consider I stand out for my adaptability, attention to detail, and ability to maintain composure even during high-stress situations.

I also believe that the best results are achieved through focus, perseverance, dedication, and teamwork.

SKILLS

- Fluent in **English**;
- Proficient in **Microsoft 365 tools** (Excel, Word, PowerPoint);
- Extensive knowledge of **HTML, CSS, and JavaScript**;
- Strong proficiency in **React JS**;
- Experience with **real-time databases** using **Firebase** and basic knowledge of **SQL**;
- Solid understanding of **Web Design, UX/UI, and accessible design**;
- Experience with design tools such as **Figma**;
- Knowledge of **Git and GitHub**;
- **Single Page Applications** Design
- Possess **driver's license**.

WORK EXPERIENCE

IT Technician

Year2K LDA | Jun 2022- Currently

- Provided helpdesk support to a diverse client portfolio;
- Troubleshoot software issues (Windows) and Office 365 applications;
- Performed troubleshooting, installation, and maintenance of invoicing software (SAGE);
- Acquired new clients (experience with platforms like CSP);
- Managed team workflow and directed support requests.

Internal Quality Auditor

Reditus SA | Out 2020 - Jun 2022

- Quality control of the phone customer support for one of the largest Portuguese banking institutions;
- Managed and trained a team of 15 people;
- Provided customer support and resolved complaints.

ACADEMIC BACKGROUND

Scrimba -

Frontend Career Path

Mar 2023 | Jul 2023

Tokio School -

Front End Development

Mar 2023 | Fev 2024

Estoril's Higher Institute for Hospitality and Tourism. - Touristic Information

Set 2016 | Jun 2019