



CRISTIANA SANTOS

WEB DEVELOPMENT
STUDENT

/ ABOUT ME

Hard-working professional who is seeking to acquire new knowledge and stay ahead of the curve.

/ SOFT SKILLS

Leadership
Critical thinking
Teamwork
Stress resistance

/ HARD SKILLS

CSS3
HTML5
Javascript
React
Bootstrap
API
Web Hosting
Git & GitHub
Responsive design
SEO Optimization
Agile Workflow

/ LANGUAGES

> Portuguese, Mother Tongue
> English, Second Language

/ CONTACT DETAILS

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Phone: 910 089 206

/ WORK EXPERIENCE

>> Content Moderator

Conectys, Lisbon | 2021-2022

In this position I worked for a high-profile client specialized in social media video sharing. I was responsible for the management of sensitive content, ensuring that a quality experience was provided to the users of the app. Learned how to identify and escalate potential errors in the application that was used as our work tool and drew up daily activity reports. Participated in testing, launching and implementing new products and working tools.

>> Customer Advisor

HP Portugal | 2021

Specialized in troubleshooting and solving customer queries through phone and email. Learned how to solve emerging issues, find solutions on the spot and optimize the customer's technical knowledge. Met service quality goals, provided feedback to management, complied to regulations and productivity targets.

/ COURSES

>> Frontend Development

SheCodes PRO | 2022

Course finishing DEC 2022 - Learned advanced Front End Development and coding skills, along with responsive development and React.

