

JESSICA SERRA

CONTACTS



+351 914506080



jessicasofiaserra@gmail.com



Gondomar, Porto



www.linkedin.com/in/jessica-sofia-serra

ABOUT ME

I'm a dynamic person with a strong interest in programming, technology and arts. Throughout my career, I have developed technical skills and problem-solving abilities, as well as a practical approach to working in diverse environments.

I'm excited to continue improving my skills and contribute, whether independently or collaboratively.

PROFESSIONAL EXPERIENCE

Customer Support

5CA

2022 – 2023

- I provided personalized support to customers via email and chat, ensuring positive experiences. (Zendesk)
- I used databases to effectively resolve issues with personal accounts, games and sometimes software.
- I adapted communications to each situation, promoting empathy and efficiency.

Utility invoice validator

Nus Consulting Group

2018 - 2021

- Accurately input and validate confidential data.
- Create and manage client accounts using custom software.
- Work as a team to meet deadlines on large-scale projects.

EDUCATION

UI/UX Development

2025 - on going

CESAE Digital

Linux Essentials Networking Academy

2024

Netacad - Cisco

Equivalence to 12th grade

2024

Escola do saber

Scientific-humanistic course in visual arts

2012 - 2015

Escola Secundária de Rio Tinto

DIGITAL SKILLS

Front-End: HTML (intermediate), CSS (intermediate), JavaScript (still learning)

Design: UX/UI Fundamentals, After Effects, Illustrator, Photoshop, Figma

Other: Data Entry and CRM management