

# RAPHAELA GIL

## JUNIOR FRONTEND DEVELOPER

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With a background of over 10 years in quality control, chemistry, and customer support, I have gained my problem-solving and communication skills, such as improving processes via new ideas. Having recently earned certification as a Frontend Web Developer through edX, since my first 'Hello World', web development has been my passion and I am excited to continue improving myself and contribute to new web projects. Driven by user-driven thinking as a web developer, I am eager to utilise my keen eye for detail and creativity skills to develop accessible applications for all users. Currently, I am focused on improving my abilities in testing and frontend development.

## SKILLS

JavaScript | React.js | Node.js | Bootstrap | HTML5 | CSS3 | Tailwind | jQuery | Git

## EXPERIENCE

### Trendoo App - London, UK

Jan 2024 - Mar 2024

**Skills:** React, JavaScript, Git, GitHub, Bootstrap, Tailwind, Vite, Axios, Node.js

**Deployed App:** <https://trendoo.netlify.app/>

A user-friendly webpage for an e-commerce catalogue for blouses, tops and t-shirts;

- Developed responsive design and mobile-first principles using React, Bootstrap, and other UI/UX interface technologies, ensured wholly integrated work and collaboration across different devices according to modern-design directions;
- Distributed units and interactions with a use of Git, which was used to coordinate changes with each member's codebase evolution and was beneficial to precisely outline cooperation methodology to evade code conflicts;
- Collaborated closely with a team of 5 developers, facilitating task coordination and prioritisation to meet project deadlines, while fostering open communication and idea sharing;

## WORK HISTORY

### Kudox Ltd - London, UK

Apr 2021 - Present

#### Quality Support Assistant

Giving technical support and advice to customers, evaluating quality issues and warranty claim, assisting the quality manager with general quality assurance and quality control tasks;

Achievements:

- Improved customer feedback and reviews, boosting ratings from 1 to 4 stars by actively engaging with customers and promptly addressing their concerns;
- Collaborated on enhancing website layout and product information utilising WordPress, which significantly enhanced user experience and presentation, leading to a 50% reduction in customer inquiries;
- Managed customer orders efficiently, handling inquiries via email and telephone, ensuring timely processing and resolving any issues to maintain customer satisfaction;

### Contrado - London, UK

Nov 2019 - Dec 2020

#### Quality Control Assistant

Analysed custom material and ensured specification conformity. Communicated with management and other team members when non-conformance arose and offered possible solutions.

Achievements:

- Offered fast analysis improving operational efficiency, data quality, and business decisions;
- Solved problems, made decisions, and acted as a catalyst for change and improvement in performance and quality;

### Fitesa Nonwoven - London, UK

Jul 2015 - Oct 2018

#### Quality Inspector

Analysed physical and chemical in nonwoven material, documented inspection outcomes by completing detailed and performance records.

Achievements:

- Identified production issues and provided solutions for discussion with the production manager;
- Designed a plan in Excel that managed to detect defects in materials easily reducing the complain in 10%;
- Achieved first-place award for suggesting quality and productivity improvements;

## EDUCATION

### **Certification at Front End Web Developer**

edX - London, UK

*Oct 2023 - Mar 2024*

### **Master's Degree Chemical Engineering**

University Estate of the Campinas - Campinas, Brazil

*Jan 2012 - Dez 2014*

### **Bachelor Biofuel Technologist**

FATEC - Piracicaba, Brazil

*Jan 2009 - Dez 2011*

## COURSES

### **Certification in Complete Modern Web Course with JavaScript + Projects**

Udemy - **Sep 2023**

### **Professional Training in JavaScript and DOM**

Code Academy - **Jan 2023**

## LANGUAGES

**English:** Fluent | **Portuguese:** Native