

Raphaella do Amaral Gil

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Aspiring web developer with a background in quality management and technical skills. Proficient in JavaScript, HTML, CSS, and various web development libraries and frameworks. Enthusiastic about coding and creating dynamic, user-friendly websites.

Qualifications Summary

- Proven ability to perform calibration, construction of curve, follow SOPs and specifications, and to evaluate statistical data. Good laboratory skills and manual dexterity.

Skills

HTML5, CSS3, JavaScript, jQuery, React.js, ES6, and Node.

Career Experience

Kudox, London, UK

April 2021 – Actually

Quality Support Assistant

Giving technical support and advice to customers, evaluating quality issues and warranty claim, assisting the quality manager with general QA and QC tasks, sending spare parts to customers, checking stock at the 3rd part warehouse as when required, covering logistics team processing customer orders and dealing with order enquiries by email and telephone. Helping with improvements on the website with new ideas and more support details.

- Solved problems, made decisions, and acted as a catalyst for change and improvement in performance and quality.
- Improved the website review from 2 to 4 stars.

Contrado Imaging Limited, London, UK
2020

Nov 2019 – Feb

Quality Control Assistant

Maintained effective records and observed best business practices and etiquette. Processed purchase orders with suppliers. Provided administrative assistance to sales department. Planned and coordinated product delivery activities and ensured accurate and timely deliveries to customers. Handled calls and took messages from customers.

- Delivered excellent customer service and considerably reduced risk of business failures and losses.
- Streamlined delivery process and increased customer satisfaction.

24 HRS Steel Ltd, London, UK
2019

Nov 2018 – Nov

Secretary

Maintained effective records and observed best business practices and etiquette. Processed purchase orders with suppliers. Provided administrative assistance to sales department. Planned and coordinated product delivery activities and ensured accurate and timely deliveries to customers. Handled calls and took messages from customers.

- Delivered excellent customer service and considerably reduced risk of business failures and losses.
- Streamlined delivery process and increased customer satisfaction.

Fitesa Nonwoven, Cosmópolis, Brazil
Quality Inspector

Mar 2016 – Oct 2018

Analysed resistance and stretching of nonwoven in dynamometer as well as colour in spectrometer. Examined physically nonwoven as grammage, air permeability, water column, tensioned width, abrasion test, thickness, softness analysis, and polypropylene index. Documented inspection outcomes by completing detailed reports and performance records. Resolved quality-related issues on time. Performed regular quality assessments on all incoming materials from vendors and outgoing products. Conducted customers survey. Inspected in-process production and approved finished products by confirming specifications, conducting visual and measurement tests. Developed process of detecting defects in materials. Recommended improvements to production process. Supported safe and healthy work environment by following standards and procedures to comply with legal regulations.

- Identified production issues and provided legitimate solutions to discuss with production manager.
- Designed a plan in Excel that managed to detect defects in materials easily.
- Achieved first-place award for suggesting quality and productivity improvements.
- Managed laboratory workflow for quality and efficiency and evaluated opportunities for improvement and detail solutions.

Merieux Nutrisciences, Piracicaba, Brazil
Laboratory Analyst – Inorganic (CDA water)

Jan 2015 – Feb 2016

Assembled all samples for analysis following scheduled requirements, accurately inputting into required systems. Executed analysis of organic matter by titration, surfactants in equipment bench spectrophotometer, and sulphite analysis by titration. Prepared and managed sample release in system. Implemented development method and validation protocols. Prepared and constructed calibration curve. Updated and calibrated lab analysis instrumentation. Complied with standard procedures and quality control to improve products. Maintained and managed accurate and precise documentation.

- Fulfilled countless analyses on time, as well as doing many functions at the same time.

Caterpillar Brazil, Piracicaba, Brazil
Auxiliary Metallurgical Laboratory

Sep 2010 – Jun 2012

Performed chemical analysis in lubricant oils and diesel using standard operating procedures, including Karl Fischer titration. Administered analysis of reagents used in the washing of the metal parts by ICP-OES, components present in parts of iron/metal by atomic absorption spectrometer ICP-OES, optical emission spectrometer, pH and viscometer in lubricant oil, and painting final piece, including colour, layer, and brightness. Provided report indicating deviations from specifications and recommended corrective measures for approval. Examined and tested samples to determine their physical properties.

- Communicated well with production and managed to solve problems after lab analysis.
- Collected and analysed samples quickly and took initiative to do more functions in the company.

Courses and Trainings

Front End Web Developer
Edx

Learn JavaScript
Code Academy

ES6, Basic Java Script
Freecodecamp.com

Projects – Java Script and DOM Professional Trainings
Codeacademy.com

Complete Modern Web Course with Java Script 2022 + Projects
Udemy.com

Chemical Engineering/ Master degree
University of Campinas UNICAMP, Brazil

Biofuel Technologist/ BsC degree
Sao Paulo State Technological College, Brazil

Chemistry Technician/ Certificate
Cel. Fernando Febeliano da Costa, Brazil

Languages

English and Portuguese