JOÃO VIEIRA

SOFTWARE ENGINEERING | SOFTWARE DEVELOPMENT

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PROFILE

Adept at planning and developing practical solutions through collaboration and agile methodologies. Plans to pursue a master's degree in Cybersecurity.

WORK EXPERIENCE

Programmer / Software Developer   May. 2024 – Currently
Digitalmente IT, S.A – Aveiro

- Develop, update and maintain software components as needed to enhance system functionality.
- Documented and structured complete ER Diagrams and Schemas for Databases.
- Troubleshooted and solved client-based issues.

Freelance Software Developer   May. 2024 – Sep. 2024
Logingalaxy, LDA – Aveiro

- Development of a new version of a legacy, undocumented Database Management System (DBMS) using reverse engineering, best practices to improve code structure, comprehensive documentation and enhanced system performance and security.

Senior IT Support Specialist   Sept. 2019 – Sep. 2024
Logingalaxy, LDA – Aveiro

- Achieved a 50% increase in client inflow within 3 months by spearheading a targeted advertising strategy.
- Enhanced quality standards and reduced recurrence rates by 30% through effective supervision and communication with colleagues.
- Improved security of company by using Virtual Machines to test suspicious software and applications, managing malicious emails and messages and teaching colleges the importance of safe browsing.
- Managed to recover Database from a catastrophic loss, after malware attack by using Backups.
- Elevated overall client satisfaction by maintaining regular communication, clarifying repair progress and procedures.

Senior IT Support Specialist   May 2014 – Jun. 2019
Relevoláxia, Unipessoal LDA – Aveiro

- Increased company profits by 30% through the identification and capitalization of a market opportunity, advocating for the expansion into smartphone and tablet repair and diagnostics.
- Improved customer experience and inter-client recommendations by implementing a customer service quality control questionnaire, providing valuable metrics such as overall client satisfaction and suggestions.
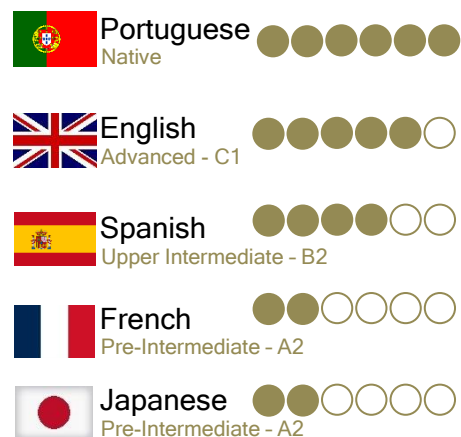
HARD SKILLS

- **System Planning & Analysis:** UML, Visual Paradigm, Microsoft Visio…
- **Programming:** Python, JAVA, PHP, SQL, JavaScript, HTML, CSS, C#, Dart, MATLAB, ANTLR, VHDL and Assembly.
- **Productivity & Documentation:** LaTeX, Microsoft Office and Fire Alpaca.
- **Software Development:** OOP, SDLC, CI/CD, JIRA, Git Version Control, Node.js, Flask, Docker…
- **Databases:** Relational DB, NoSQL, Microsoft SQL Server, Visual Paradigm and DrawIO
- **Product design:** HCI models, System Requirements Assessment, Usability Testing ...
- **Algorithms:** Development, Implementation and Testing
- **Cybersecurity:** Vulnerability Assessment, Threat Hunting (Audit), OWASP, Firewalls, DMZ…
- **Networking:** TCP/IP, SSL/TLS, UDP, HTTP, FTP, LAN, DNS, DHCP.

SOFT SKILLS

- Project Management.
- Leadership.
- Strategic Planning.
- Documentation.
- Autonomous Action.
- Attention to Detail.
- Good communication.
- Problem-solving.
- Teamwork.
- Critical Thinking

COMUNICATION SKILLS

- **Portuguese** — Native ●●●●●●
- **English** — Advanced - C1 ●●●●●○
- **Spanish** — Upper Intermediate - B2 ●●●●○○
- **French** — Pre-Intermediate - A2 ●●○○○○
- **Japanese** — Pre-Intermediate - A2 ●●○○○○

EDUCATION

Bachelor's Degree Computer and Informatics Engineering   Expected Graduation: 2025/26

[University of Aveiro]

As a working student, pioneered and presented various academic projects such as:

- SALVA - Strategic Prevention and Lifeguard Alert Safety Hub: Led and development of an ecosystem-driven Web App developed as the Final Project of the Bachelor's Degree in Computer and Informatics Engineering, to assist both lifeguards and beachgoers.
- DETIALISMO, an online merchandise store, with secure backend and frontend interface, developed and corrected using Vulnerability Assessment, Audits, OWASP and Documentation.
- RTD, a smartphone app for health services to assist the schedule of transportation for people with disabilities and the elderly.

CERTIFICATIONS & TRAINING

Vulnerability assessment 9192_1/C	EISnt, Tecnologia, currently ongoing
Active Cybersecurity 9196_1/C	EISnt, Tecnologia, currently ongoing
Google's App Training Program	University of Aveiro, 2020
Certified Beginner Levels 1 & 2 Japanese Language (Hiragana & Katakana)	University of Aveiro, 2014

HOBBIES & INTERESTS

Freelancing Software Development | Video Game Analysis | Travel and Learn new cultures