Talita Caldato

talitacaldato@hotmail.com || www.linkedin.com/in/talitacaldato || https://github.com/TCaldato
Dublin, Ireland || +353 83 069 3630

Fluent English and Native Brazilian Portuguese Speaker, I am a dedicated and enthusiastic professional transitioning into a software development career. My background includes diverse roles as a banker, customer service, and my current position as a Quality Check Analyst.

While my previous experiences have provided me with valuable skills in problem-solving, attention to detail, and customer focus, I have been actively pursuing a career shift into software development. My journey into the world of programming has led me to study HTML/CSS, JavaScript, and Python, with a strong focus on building practical coding skills. Additionally, I am actively developing my proficiency in UX design and embracing design-thinking principles to create user-centered solutions.

I am excited to bring my adaptable mindset and commitment to excellence to a software development role, where I can contribute to innovative solutions and continue my journey of growth in this dynamic field."

You are welcome to access my LinkedIn for more information about my Education, Projects done and Skills.

Career Summary:

Quality Analyst. – *Accenture / Ulster Bank Project* **-** Dublin, Ireland. **2022 – Present**
- Demonstrate subject matter expert knowledge in assigned product processes and procedural requirements;
- Review quality samples agreed upon by the client and Accenture and support project related activities within the team;
- Check cases and provide feedback to analysts to follow approved guidelines, procedures, processes in a consistent way;
- Meet volume and quality targets for all quality assurance audits;
- Develop and maintain knowledge of client and their business needs/processes.

Barista. - *CoffeeToGo*. Dublin, Ireland. **2021 – 2022 – 1 Year**
  - *The Natural Bakery*. Dublin, Ireland. **2019 – 2020 – 1 Year**
- Taking orders with attention to details (dairy, sugar ratios, and coffee blend preferences)
- Dealing with financial service, cash handling and credit card payment procedures.
- Training new employees in-store policy and procedures
- Supporting the daily activities gives an excellent customer experience from the first moment to the last.
- Working on the daily activities, checking temperatures of freezers, refrigerators and heating equipment to ensure proper functioning.

Architect. - *Self-Employed.* Teresópolis, RJ, Brazil. **2018 – 9 Months**
  - *Tectum*. Osasco, SP, Brazil. **2014 – 2017 – 3 Years**
- Development of architectural projects, hydraulic, electrical and sewage installations.
- Reviewing projects before releasing them to be used on the site.
- Sketching design, planning and constructions drawings.
- Analyzing projects feasibility of goals, budget and client design demands for environmental controls.
- Creating, printing and modifying drawings using AutoCAD.

Banker. - *ITAÚ-Unibanco Bank.* São Paulo, Brazil. **2010 – 2014 – 4 Years**
- Answer calls from customer who wanted to complaint, give some suggestion or to praise an employee or some bank product.
- In most cases, the calls were due to a problem with a bank product or a problem with the bank's employees so I had to create a welcoming environment for that customer investigating, analyzing and solve the problem immediately.
- Knowledge of all products and services offered by the bank, loans, saving accounts, etc.
- Managing transactions as payments, transfers, and talking to customers about products and services that best suit their needs.

Education and Qualifications:

- **Full Stack Software Development.** *Code Institute* – Ireland (Online course). **2023 – Present**
- **Web Development.** *Dublin Coding School* – Ireland (Online course). **2022**
- **BootCamp .NET Fundamentals.** *Digital Innovation One* – Brazil (Online course). **2021**
- **General English.** *ATC and Grafton – Language School* - Ireland. **2018 - 2019**
- **Full Bank Training.** *Itaú-Unibanco Bank* - Brazil. **2010 - 2014**
- **Bachelor in Architecture.** *FMU* - Brazil. **2010 – 2015**

Skills:

- **IT skills:** I have experience using Microsoft Office, Outlook, and Google Drive, as well as design software including AutoCad, ZBrush, and Sketchup. In May 2023, I began studying Full Stack Software Development at Code Institute and completed Web Development at Dublin Coding School in 2022.
  These courses taught me how to program with Visual Studio Code, using HTML, CSS, JavaScript, Python and MySQL. I am adaptable and have no trouble learning new software for work.
- **Research and Decision-Making skills:** I have experience of investigating, research a variety of different processes and information, analyzing them and make decision as I had to do many times working as a Banker and as an Architect.
- **Customer Service:** I always ensure that the needs of the customers are put first however following the company's communication procedures and policies and that they are provided with excellent customer service at all times.

Personal Details:

- **Software:** MS Office, AutoCAD, SketchUp, ZBrush, Visual Studio Code.
- **Nationality:** Brazilian and Italian.