



# Fabio Rodrigues

SOFTWARE TESTER

## Details

910179878

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## Skills

Functional Testing

HTML5

CSS3

JavaScript

SQL

PHP

Jazz

## Links

[LinkedIn](#)

[CurretProject](#)

## Languages

English

Portuguese

Spanish

French

## Hobbies

Travelling, documenting and photographing older medieval towns throughout Europe.

## Profile

Eager to work in the tech industry, problem solver by nature, a practical and interested individual. Motivated by challenges and persistent during obstacles. Curious someone who always wants to grow into something greater. My goal is to learn more from experience and study.

## Employment History

### QA Tester ( T2) , Intuit, Porto

OCTOBER 2018 – OCTOBER 2020

- Ticket based support for system applications;
- Experience in tools like: Citrix, Jira, Confluence, Salesforce.
- Internal escalation through different product teams / meeting host;
- Management of end client expectations;
- Trained staff on how to troubleshoot more effectively;
- Managed performance through the creation of Excel sheets and regular maintenance.

### Customer Support, Concentrix, Porto

JANUARY 2015 – AUGUST 2018

- Troubleshooting / fixing product issues with end-client;
- Case documentation and circulation;
- Trained new hires for product and office procedures;
- Hosted meetings for product updates;
- Management of team staff and affairs.

## Education

### 12º, Conservatório de Música da Jobra, Albergaria-a-Velha

SEPTEMBER 2015 – SEPTEMBER 2018

Degree in jazz music - guitar;

### WebDeveloper, FormaBase, Porto

AUGUST 2020 – NOVEMBER 2020

Study of web development tools.

Course includes; HTML5; CSS3; JavaScript; SQL; PHP.

## Extra-curricular activities

### Music Teacher - Jazz, Freelancer, Porto

JANUARY 2015 – OCTOBER 2020

I am continuously involved with music students and music projects as I give individual and group lessons.