

# WALLYSON SILVA

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## ABOUT

I am a passionate software developer with a degree in Computer Science from the University of Westminster. My expertise in front-end development includes technologies such as React.js, CodeIgniter, and Flutter, complemented by experience with MySQL and NoSQL databases.

One of my notable projects, HiKiddo, was a full-stack mobile app developed for my final year project in my Computer Science degree. This cross-platform app was designed with the idea to help families stay connected, showcasing my ability to create intuitive and robust software solutions.

I am skilled in debugging, troubleshooting, and delivering high-quality code through test-driven development practices. I am also recognised for my effective communication and collaborative approach, actively contributing to team discussions and providing constructive feedback to drive project success.

Committed to continuous learning and thriving in team environments, I enthusiastically contribute my skills to support the creation of innovative digital experiences.

## EDUCATION

### University of Westminster

BSc Computer Science (First Class)

London, UK

Sep. 2021 – June 2024

### Dom Manuel Martins Secondary School

Information Systems Management and Programming

Portugal

Sep. 2009 – June 2013

## TECHNICAL SKILLS

**Programming Languages:** Python, Swift, SQL, Java, PHP, Kotlin, Dart

**Frontend Technologies:** HTML, CSS, JavaScript, React, Flutter

**Backend Technologies:** Node.js, CodeIgniter, MySQL, NoSQL

**Tools:** Git, GitHub, VS Code, Xcode, Jest

## PROJECTS

### Portfolio Web Application | React

- Developed a responsive web application to showcase my skills, provide insights into my background, and highlight key projects I have created during my studies. Available here: <https://dashing-choux-174168.netlify.app/>

### Hikiddo | Flutter, Firebase

- Designed and developed a cross-platform mobile app aimed at enhancing family connections, focusing on intuitive design and emotional engagement. Implemented Firebase for real-time data syncing and user authentication.

### TechQ&A | PHP, CodeIgniter, MySQL

- Created a web application facilitating technical Q&A, enabling users to ask and answer questions, vote on the most helpful responses, and engage in discussions. Built using CodeIgniter framework for robustness and MySQL for data storage.

### Applied AI - Chatbot | Python, JupyterLab

- Implemented a chatbot using Natural Language Processing techniques in Python, deployed on a JupyterLab environment. Explored AI applications in enhancing user interaction and improving customer support systems.

### To-do List | React.js, Tailwind CSS

- Developed a responsive to-do list application using React.js and Tailwind CSS, integrating local storage for persistent data management. Implemented modern UI design principles for a seamless user experience.

### Software Development Group Project | React.js, PHP

- This web application, designed collaboratively by a team of skilled developers, provides a user-friendly platform for seamless connection between patients and GPs, allowing for easy arrangement of appointments. The application features UIs for patients and GPs, all built using the .Gov Prototype kit.

CERTIFICATES

<b>Introduction to Artificial Intelligence (AI)</b> <ul style="list-style-type: none"><li>Studied AI concepts including machine learning, neural networks, and ethical considerations. Completed hands-on labs focusing on practical AI applications.</li></ul>	IBM, June 2024
<b>Programming with JavaScript</b> <ul style="list-style-type: none"><li>Mastered JavaScript programming fundamentals, including Test-Driven Development principles and front-end web development techniques.</li></ul>	Meta, June 2024
<b>React Basics</b> <ul style="list-style-type: none"><li>Developed foundational skills in React.js, focusing on component-based architecture and state management.</li></ul>	Meta, May 2023
<b>Kotlin For Android: Best Practices</b> <ul style="list-style-type: none"><li>Explored best practices for Kotlin in Android development, enhancing skills in mobile app development.</li></ul>	LinkedIn, Feb 2023

SOFT SKILLS

Enhanced Problem-Solving  
Advanced Critical Thinking  
Efficient Time Management  
Clear and Effective Communication  
Strong Team Collaboration  
High Adaptability  
Meticulous Attention to Detail

LANGUAGES

English: Fluent  
Portuguese: Fluent  
Spanish: Intermediate

WORK EXPERIENCE

<b>Technical Expert</b> <i>Apple Brompton Road</i> <ul style="list-style-type: none"><li><b>Customer Support and Technical Assistance:</b> Utilised my neurodiverse perspective to approach technical issues creatively and effectively, ensuring high levels of customer satisfaction and issue resolution. Clearly explained technical issues with a thorough understanding of hardware and software components.</li><li><b>Device Diagnosis and Repair:</b> Applied meticulous attention to detail and strong analytical skills to diagnose, troubleshoot, and repair iOS devices, enhancing technical support capabilities. Managed multiple customers efficiently, upholding Apple's service standards with speed, expertise, and professionalism.</li><li><b>Mentorship and Team Development:</b> Gained the trust of colleagues by proactively providing guidance, tips, and enhancing the Genius Bar team's knowledge, helping them strive for success. Collaborated closely with Genius Bar leaders to improve the team's repair success rates, achieving a 100% success rate in the last quarters.</li><li><b>Sustainability Initiatives:</b> Supported Apple's goal of becoming Carbon Neutral by 2030 by promoting Same Unit Repairs instead of whole-unit replacements, contributing to environmental sustainability efforts.</li><li><b>Team Communication and Coordination:</b> Organised meetings to discuss updates, customer experiences, and business opportunities throughout the day, fostering a supportive and rich feedback environment. I also cultivate and regularly share information with my colleagues through email, WorkJam, or in-person meetings. Recognised for creating effective communication shortcuts in repair notes, enhancing efficiency and clarity in repair processes.</li><li><b>Sales and Business Development:</b> Consistently created business leads by explaining the advantages of iCloud backups, AppleCare+, and Apple's subscription services.</li><li><b>Inclusivity and Diversity Promotion:</b> Actively contributed to fostering an inclusive work environment, celebrating diversity within the team, and encouraging mutual respect and learning. Additionally, I am part of one of the most diverse stores in the EMEA region, known for having the highest representation of female GB team members.</li><li><b>Customer Journey and Feedback:</b> Proactively analysed customer feedback to enhance the in-store experience. I use clear communication to set accurate customer expectations, ensuring positive interactions. I multitask efficiently and constantly contact leaders to share information about any delays or difficult situations throughout the day, improving the store's overall performance. These efforts have led to improved feedback and higher retention rates.</li></ul>	June 2022 – Present <i>London, UK</i>
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