

SAMARA ALMEIDA SILVA

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PROFESSIONAL SUMMARY AND OBJECTIVE

I am seeking my first opportunity as a junior back-end developer. My enthusiasm for innovation and technology has led me to deepen my knowledge in Java, MySQL, Spring Boot, Git, and Data Science. My background includes practical experience in Full-Stack development within an agile team (Generation Brasil), Customer Experience, and solid problem-solving skills.

TECHNICAL SKILLS

Java • MySQL • Spring Boot • Git • React • TypeScript • HTML5 • CSS3 • JavaScript • Maven • Yarn • HTTP • Swagger • Scrum

EDUCATION

Bootcamp - **Junior Full-Stack Web Development Java/React** | Duration: 500 hours
Institution: **Generation Brasil**.
(October 2023 - February 2024)

Graduation - **Human Resources Management** - (2015 - 2017)
Institution: **Fatec Ipiranga**

PROFESSIONAL EXPERIENCE

Kavak.com

Customer Experience Analyst II - (01/2022 – 04/2023)

Management and resolution of customer issues, coordinating critical interactions on platforms such as Reclame Aqui, Procon, and the company's social media. My responsibilities involved liaising with different departments for effective issue resolution, keeping clients informed via phone, email, and

WhatsApp. Furthermore, I was responsible for crafting public responses on complaint platforms, advocating for the company's reputation and values. Upon closing each case, I compiled a summary of the customer's journey, identifying areas for process improvement. Achievements: Earned the RA1000 badge in July 2022 (Reclame Aqui).

Concentrix

Bilingual Customer Service Analyst - (03/2021 – 01/2022)

I addressed technical issues related to cloud storage services and digital platforms, providing remote user support. Collaborated with the technical team to solve software problems and maintained regular communication with customers to ensure their satisfaction. I acquired strong problem-solving skills and technical communication in English during this experience.

SESC SP Serviço Comercial do Comércio

Administrative Assistant (Temporary) - (05/2019 – 02/2020)

Collaborated with the control department at 24 de Maio unit in recording fiscal data using the Sifin system. Facilitated obtaining quotes and making reservations for air travel and accommodations for events in other states or countries. Reviewed and verified documentation of outsourced employees, ensuring compliance during annual audit processes.

LANGUAGES

- English - Fluent - [C2 Proficient - ETF/SET](#)
 - Spanish - Basic
 - Brazilian Portuguese - Native
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PORTFOLIO

Personal Blog

<https://github.com/als-samara/blog-pessoal>

I developed the backend structure using Java, Spring Boot, and Maven, with data storage in the relational database MySQL. I used Spring Data JPA and Hibernate for persistence and object mapping, enabling complete CRUD for the blog's main functionalities. I ensured user data security with Spring Security and wrote Java tests using JUnit to maintain code quality. I am also working on frontend development using React.

EXTRA-CURRICULAR COURSES & CERTIFICATIONS

Oracle Cloud Infrastructure 2023 AI Certified Foundations Associate

Official Oracle Certification - [Expires in Dec/2025.](#)

Common AI terminology • including machine learning • deep learning • data science • neural networks
• OCI AI services and AI infrastructure • Generative AI basics including LLM, GAN, and Transformers •
AI and Machine Learning best practices.

Full-Stack Web Development (JavaScript)

Dev em dobro - 160 hours - ongoing.

Agile Projects with SCRUM

DIO - 2 hours - completed on 17/08/2023.

Discover the Cloud AWS

DIO - 6 hours - completed on 16/07/2023.