



## PROFESSIONAL SUMMARY

I am a professional with experience in technology, having held positions such as Product Owner, Web Developer, and Helpdesk Support. I possess skills in product management, technical development, and user support, always focused on delivering efficient and high-quality solutions.

## CONTACT

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**LinkedIn:** linkedin.com/in/ana-novais/

**Location:** Currently based in Brazil, open to relocation to Portugal.

## SKILLS

- Project Management
- Communication
- Technical Support
- Problem Solving
- Critical Thinking
- Adaptability
- Quick Learner
- Time Management

## EDUCATION

2019

**Universidade Estácio de Sá**

Bachelor's Degree in System Analysis and Development

# ANA NOVAIS

## PROFESSIONAL EXPERIENCE

### Product Owner

UOL EdTech, 2021 - 2024

- Led product planning and task prioritization, ensuring alignment with client and user needs.
- Collaborated with stakeholders to define and manage product requirements.
- Managed project delivery, ensuring timely and quality results.
- Evaluated and approved deliverables, ensuring they met user expectations and business objectives.

### Web Developer (Front-End)

UOL EdTech, 2019 - 2021

- Designed and developed user-facing web pages with HTML, CSS, and JavaScript.
- Ensured responsive, intuitive interfaces and optimized performance across devices.
- Collaborated with designers to implement UI/UX features.

### Bilingual Helpdesk Analyst

WebAula, 2017 - 2018

- Provided bilingual (Portuguese and Spanish) Helpdesk support via phone, email, and chat.
- Addressed and resolved technical issues, providing clear guidance to users.
- Assisted students with platform-related inquiries, ensuring a smooth user experience.
- Supported clients with user registration, troubleshooting, and account management.

### Receptionist

Hostel Sol - Buenos Aires, 2016

- Managed guest reception, ensuring a warm and professional greeting.
- Coordinated and organized check-in and check-out processes, maintaining smooth operations.
- Managed filing and administrative tasks, supporting operational efficiency.