

Arthur Neto

Dublin • 0873541151 • arthur_neto@icloud.com

PROFESSIONAL SUMMARY

I am a proactive, motivated, and dependable junior full-stack developer with bilingual communication skills in Portuguese and English. As a resilient and resourceful individual, I possess a strong aptitude for problem-solving and critical thinking, which enables me to contribute to the success of projects and teams. With a background in social media strategy, I have proven skills in increasing customer engagement and business visibility through successful SEO and PPC approaches. I have excellent analytical, organizational, and decision-making abilities and enjoy working collaboratively to leverage the skills of others and continuously learn and grow.

EXPERIENCE

Search Operations Specialist, 03/2021 - Current

TikTok

- Conducting full weekly and bi-monthly assessments of tasks utilizing the DCG methodology to ensure survey quality meets standard assessment documents.
- Utilizing big data analytics to gain an understanding of market forces that influence trends and consumer behavior.
- Analyzing complex data sets, drawing conclusions, and identifying relationships to develop actionable recommendations for the organization.
- Collaborating with stakeholders to verify technology alignment and recommend solutions that align with project specifications.
- Collaborated cross-Geo and teams to analyze and understand the operational impacts of technology changes.
- Maintain excellent knowledge of emerging multimedia technologies and trends to meet client demand.
- Experienced working with the Agile methodology in daily projects, including using Scrum and Kanban frameworks.

Achievement

- 97.08% accuracy in my DCG assessment
- Taking a systematic approach to identifying opportunities for improvement, I identified a knowledge gap across the SEI function of the business.
- Engaging vertically I presented recommendations that led to the launch of a skilling initiative.
- This increased user adoption of tools improved user experience, and increased performance accuracy across a team of 120 people.

Technical Support Specialist, 08/2019 - 03/2021

Autodesk

- Responsible for supporting customers/partners in all aspects of purchasing products, including order entry, subscription, renewals, and e-store, using Salesforce CRM to troubleshoot SaaS applications.
- Interaction with customers, partners, and other internal departments to provide a variety of pre-sales or post-sales services.
- Developing and maintaining positive customer relations; coordinating with various functions within the company to ensure customer requests are handled appropriately and in a timely manner.
- Collaborating with cross-functional teams to deliver efficient service solutions to customers and partners.

CORE QUALIFICATIONS

- Communication Skills
- Digital Marketing
- Problem-solving
- Google Adwords
- SEO
- Google Analytics
- Microsoft Excel
- SQL
- UI/UX Designer
- Salesforce
- HTML/CSS/JavaScript
- Python /Django
- AWS
- Mailchimp

EDUCATION

Diploma : Full Stack Software, October 2022

Code Institute

Technical Skills:

- Proficient in programming languages such as Python, and JavaScript, with a strong focus on web development using Django and API's. Experience with front-end technologies such as HTML, CSS, and Bootstrap. Familiarity with version control tools such as Git and Github.
- Active Github profile with code samples and personal projects:
<https://github.com/artneto>

- Analyzed and troubleshooted functionality of SaaS applications, identifying root causes of issues with 92% accuracy.
- Diagnosed and solved issues for customers against SLAs, maintaining a high satisfaction rate.
- Maximized First Time Fix Rate (FTFR) by conducting thorough analysis of root causes.

Achievements:

- Achieved high levels of customer satisfaction, closing trouble tickets with 97% first-call resolution.

Content Moderator, 04/2018 - 07/2019

Arvato

- Analyzing and reviewing user profiles, videos, and text-based content while investigating, escalating, and resolving issues reported by users or flagged by the system.
- Reviewing internet content to ensure compliance with client policies and legal regulations.
- Utilizing problem-solving skills to consistently deliver value to clients and make a larger social impact.
- Majority of time spent on general content (music, sports, beauty, fashion, kids, etc.), with occasional exposure to sensitive content. extensions to achieve client's expectation using tools like Google Analytics and Google Trends to gain insights and deliver value to clients.

Achievements:

- Assisting the TL in managing the performance of a group of 20-50 agents ensuring adherence to SLA expectations (e.g Productivity & quality).
- Managing effective client communication and interaction.

LANGUAGES

Portuguese
English

REFERENCES

References available upon request