BERNARD COSTA

Customer Support Specialist

Highly empathetic and tech-savvy Customer Support Specialist with proven experience in resolving user issues and supporting web applications. Skilled in technical troubleshooting, translating complex concepts into accessible guidance, and ensuring customer satisfaction. Committed to delivering fast, effective, and user-centered support, driven by a strong focus on ownership, collaboration, and continuous improvement.

WORK EXPERIENCE

03/2024 - today

Frontend Developer   Chacara Gaia - Seasonal Rentals
Freelancer · Nuremberg, Germany

- Provided technical support and resolved usability issues for a customer-facing web application, ensuring seamless user experience and accessibility across devices.
- Resolved usability issues and built intuitive, responsive UIs using Next.js and Tailwind CSS, ensuring seamless navigation and accessibility across devices.
- Implemented a REST API to ensure reliable data flow, demonstrating strong troubleshooting and integration skills for frontend–backend consistency.
- Used Git for version control and styled components with shadcn/ui to maintain design consistency across the application.

09/2023 - 01/2024

Career switch as Fullstack Developer   XRental - Apartments Finder
WBS Coding School · Berlin, Germany

- Designed and deployed a high-performance, cross-device platform using React.js and Vite, supporting fast load times and positive user sentiment.
- Designed and implemented a fully responsive layout with CSS3 and Bootstrap, ensuring compatibility and visual appeal on desktops, tablets, and smartphones.
- Used Git for version control and deployed via Render, incorporating interactive components to enhance engagement and proactively address user feedback.

01/2018 - 07/2023

Security Guard
Ronsegur Lda. - Aveiro, Portugal

- Served as the primary point of contact for safety and information at 5 community hospitals, resolving daily inquiries from 500+ individuals with professionalism and urgency.
- Triaged high-volume visitor requests and routed them efficiently, ensuring timely support and clarity for staff and patients alike.
- Conducted security patrols and monitored surveillance systems using CCTV, reducing considerably security incidents.

05/2016 - 09/2016

Seminars Evaluator
UNICEF - Manaus - Brazil

- Facilitated and evaluated seminars as part of the "UNICEF Municipal Seal of Approval" project across multiple municipalities in the upper and lower Rio Solimões and Rio Negro regions.
- Engaged with over 1,000 community members and local leaders, promoting educational initiatives and health programs.
- Conducted workshops and forums. Collected and analyzed documents to furthermore giving final scores.

05/2014 - 09/2014

Tour Guide
Amazonense Agency for Cultural Development (AADC) - Manaus - Brazil

- Delivered engaging, real-time verbal support and cultural guidance for international groups, adapting information to varied technical and language backgrounds.
- Provided detailed information on local culture, history, and biodiversity, enhancing the visitor experience.
- Worked as part of the support project for the 2014 World Cup in Brazil, ensuring smooth logistics and positive tourist experiences.

01/2010 - 12/2014

Laboratory Assistant
National Institute of Amazonian Research (INPA) - Manaus - Brazil

- Assisted in the diversity screening of Microhymenoptera and Hymenoptera species from the Amazon region.
- Conducted detailed specimen examinations and recorded findings, contributing to the discovery of new species.
- Collaborated with researchers to ensure accurate data collection and analysis.

CONTACT

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- Linkedin
- Github

EDUCATION

FULLSTACK WEB & APP DEVELOPMENT

WBS Coding School
680 hours
09/23 - 01/24 - Remote & Berlin, Germany

BACHELOR IN BIOLOGY

Federal Institute of Education, Science and Technology of Amazonas
01/09 - 12/13 - Manaus, Brazil

MASTERS IN NATURAL RESOURCES (INCOMPLETE)

Federal University of Roraima
08/14 - 12/15 - Boa Vista, Brazil

CERTIFICATES

BERLIN BATTLE OF THE BOOTCAMPS 2024 - 1st place
Code Institute
2024 - Berlin - Germany

AWS ESSENTIAL TRAINING FOR DEVELOPERS
Linkedin Learning Certificate
2024 - Germany

TYPESCRIPT ESSENTIAL TRAINING
Linkedin Learning Certificate
2024 - Germany

LEARNING NEXT.JS
Linkedin Learning Certificate
2024 - Germany

ADVANCED ENGLISH
YÁZIGI - Internexus
06/12 - 12/13 - Manaus, Brazil

TECHNICAL SKILLS

- HTML5   CSS3
- React - PERN / MERN stacks
- TailwindCSS
- NextJS
- JavaScript
- SQL / NoSQL
- Git / Github
- Linux: Ubuntu & Fedora

LANGUAGES

English (C2)

German (B1)

Portuguese (native)