ARIELE **BONIFACIO**

JUNIOR FRONTEND ENGINEER

☏ +49 172 6425581

✉ arielebonifacio@gmail.com

⚲ Berlin, Germany

🌐 bonieasy.github.io

SKILLS

- End-User Support
- UX Design
- SQL
- FrontEnd Development
- Agile Methodologies
- Customer Support
- Customer Relationship Management
- Learning Management System (LMS)

PROFILE

Hello, I'm Boni. I recently moved to Berlin looking for opportunities on engineering market.
I have graduated as System Developer back in 2019 and specialized (MBA) as UX Designer in 2021. Since them I participated in several boot-camps and preparation courses on both UI/UX and front-end engineering.

I have seven years of experience on IT, most of them with direct contact to users and stakeholders. During my career I played the roles of End-user Support Analyst, Technical Support Analyst and Deployment Coordinator. This last role gave me further insights on development processes, platform deployment and software development life-cycle, So I decided to move into that direction.

I'm a specialized UX Designer, have a Professional Scrum Master (PSM-1) certification, some skills on React and a lot of motivation to turn this into my next profession.

EDUCATION

SYSTEM ANALYSIS AND DEVELOPMENT
Faculdade de Tecnologia FATEC
2015 - 2019

USER EXPERIENCE SPECIALIZATION (MBA)
Anhembi Morumbi
2020 - 2021

EXPERIENCE

DEPLOYMENT ANALYST, ISAT

2020 - 2022

Control tasks and deadlines for customization requested and keep constant contact with customers. Understand all your needs and carry out the planning of the implantation process, as well the training and the initial configurations regarding the acquired LMS (Learning Management System) platform, provide any type of support during the implantation process.

LANGUAGES

English
Portuguese
German

CERTIFICATES

**PROFESSIONAL SCRUM
MASTER™ I (PSM I)**
Scrum.org

2020

SUPPORT ANALYST, PROXXI

2018 - 2020

Remote end-user first-level support acting on incidents and requests records. Management of incoming work queue and engagement of customer and local support teams.

SUPPORT ANALYST, ISAT

2017 - 2018

Deployment of Learning Management System (LMS) systems for new customers including the initial configuration and data move/lift. Act as client-facing support assisting with tools, reports, and prioritizing new functionalities and requests backlog.

SUPPORT ANALYST TRAINEE, ISAT

2015 - 2017

Support related to e-mail accounts and domains, managing user tickets and controlling streaming and chat.

BOOTCAMPS

UX Design, How Bootcamps
2020 - 2020

FRONT-END ENGINEERING, ROCKETSEAT
2022 - Present

Discover Module (Introduction to Frontend) - Completed
- Concepts of introduction to programming, hardware and software basics, internet, servers, and fundamentals of HTML, CSS, JavaScript, NodeJS, SQL.
- Advanced concepts of HTML and CSS, and the fundamentals of APIs, ReactJS, Typescript

Ignite Module (ReactJS Roadmap) - Completed
- ReactJS Fundamentals, SPAs using ReactJS, Consuming API and ReactJS Performance, Next.js Fundamentals, Design System and Storybook and FullStack Applications using NextJS.