DOUGLAS ALEXANDRE COSTA SANTOS

Programming and IT Student

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LOOKING FOR SUMMER INTERNSHIPS AND GRADUATE OPPORTUNITIES FOR 2024
Stamp 2: *Eligible to work 20 hours in term time and full-time over the summer period.*
Stamp 1G: *Available to work full-time (Starting September 2024).*

PERSONAL PROFILE

I am a Technology graduate (Level 8) in Computing/IT with years of experience in customer-oriented roles where I honed my team, communication and customer service skills. I have a solid understanding of the basic IT fundamentals such as the use of IT software, systems and principles. I am excited to showcase my technical problem-solving ability, communication and team skills in a dynamic and challenging environment. I am looking for employment opportunities in the Technology sector, especially in the field of Software Development where I can learn new skills and build on my existing experience and recent training.

EDUCATION

Bachelor of Science (Honours) in Computing and IT - CCT College Dublin
CCT College Dublin

📅 2021 – 2024   📍 Dublin-IE

Bachelor of Technology in Analysis and Systems Development
Faculty of Technology - State of Sao Paulo

📅 2009 – 2012   📍 Mococa/SP-Brazil

EMPLOYMENT HISTORY

While studying full-time for my Degree in Computing and Information Technology, I have been funding my college fees and living expenses in Dublin, by working in a variety of positions in different sectors

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Residential Worker in a homeless facility
Aine Rose Accommodation - McEnaney Group

📅 Jun 2023 – present   📍 Dublin-IE

- Monitor security cameras to ensure the safety and security of the facility.
- Conduct regular checks on household appliances such as refrigerators and laundry machines to ensure their proper functioning.
- Provide necessary help and assistance to the residents of the facility.
- Perform room inspections to ensure cleanliness and adherence to health and safety standards.
- Carry out basic office tasks to support the smooth operation of the facility.
- Manage stock and ensured adequate supplies were maintained.
- Handle food procurement and storage to ensure quality and availability.
- Provided IT services for the facility and the wider McEnaney group.

Finance Assistant
Fastway Couriers

📅 Mar 2022 – Mar 2023   📍 Dublin-IE

- Processing and entry of commission receipts in Internal Courier IT System
- Prepare excel files with commission data for upload
- Resolve manual queries of non-identified transactions in IT system
- Liaise with remaining Courier Pay Team regarding status of commission payments

- Ad-hoc tasks and analysis

Sales/Stock Supervisor
Lush Cosmetics

📅 Sep 2017 – Dec 2019   📍 Dublin-IE

- Stockroom assistant: organizing, receiving product deliveries and inventory.
- Sales assistant: talking to customers, demoing, and selling cosmetics.
- Promoted to Supervisor, overseeing a team of around 25-30 salespeople.
- Participated actively in recruitment, hiring, and training in general.
- Constantly monitored inventory levels, and completed audits to uncover and address inaccuracies.

Pedagogical Coordinator/Language Instructor
Wizard Language School

📅 Nov 2012 – Feb 2017   📍 Passos/MG-Brazil

- English as Second Language Instructor, responsible to prepare and teach classes, according to school guidelines, and apply weekly and monthly tests.
- Responsible for hiring and leading training of new instructors.
- Focused on student retention, maximizing it by 5 per cent with the help of instructors and sales force.

Administrative Assistant
Sicoob - Cooperative Bank of Brazil

📅 Apr 2011 – Nov 2012   📍 Guaranesia/MG-Brazil

- Opening new accounts, contracts, serving customers personally, on the phone or by email, and selling bank products.
- Dealt with major accounts, authorized large transfers, managed special customer, responsible for preparing the monthly bill payments, and managed financial reports.
- Co-administration of the bank's database and sensitive information.

TECHNICAL SKILLS

Programming: Java - Spring Boot - Python

Web Development: HTML - CSS - Javascript

Database: MySQL - MongoDB - Hadoop

Networking: Routing and Switching Protocols - WLAN/LAN connectivity troubleshooting

Cloud Technologies: Amazon Web Services - Google Cloud Services

Operating Systems: Windows - Linux

Check samples of my projects on my github account or visit my portfolio here: https://cctdoug.github.io/portfolio

Other skills:

Algorithms - GIT - Microsoft Office Suite - LaTex - CRM Systems
Microsoft Dynamics 365 Business Central - Problem Solving - Teamwork

LANGUAGES

Portuguese (Native)   ●●●●●

English (Fluent)   ●●●●◐

Professional References Available on Request