

DOUGLAS ALEXANDRE COSTA SANTOS

Programming and IT Student

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📍 Apartment 617, Building 9, Vantage West - Leopardstown

📍 Dublin, Ireland

EXPERIENCE

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-Brazil

- English 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-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

Java MySQL Google Cloud
Microsoft Business Central Linux

HTML CSS Javascript

LANGUAGES

Portuguese (Native) ● ● ● ● ●

English ● ● ● ● ●

Spanish ● ● ● ● ●

EDUCATION

B.Sc. of Science in Computing And Information Technology

CCT College Dublin

📅 2021 – Ongoing 📍 Dublin-IE

B.Sc. of Technology in Programming For Business Management

Faculty of Technology - State of Sao Paulo

📅 2009 – 2012 📍 Mococa/SP-Brazil

STRENGTHS

Hard-working Team Player
Self Taught Foreign Languages
Fast Learner Customer Services