DOUGLAS ALEXANDRE COSTA SANTOS

**Programming and IT Student**

 [dacsantos@live.com](mailto:dacsantos@live.com) [ (+353) 830477667  D03 E2R7  Dublin, Ireland ](mailto:dacsantos@live.com) [dacsantos ](https://linkedin.com/in/dacsantos) [cctdoug](https://github.com/cctdoug)

**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](https://www.cct.ie/course/bachelor-of-science-honours-in-computing-and-it/)

[**CCT College Dublin**](http://www.cct.ie/)

 2021 – 2024  Dublin-IE

[Bachelor of Technology in Analysis and Systems Development](https://www.fatecmococa.edu.br/?page_id=190)

[**Faculty of Technology - State of Sao Paulo**](https://www.fatecmococa.edu.br/)

 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.

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: organising, 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, maximising 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, authorised large transfers, managed special customers, responsible for preparing the monthly bill payments, and managed financial reports.
* Co-administration of the bank’s database and sensitive information.

**TECHNICAL SKILLS**

Java - Spring Boot - Python HTML - CSS - JavaScript

**Programming:**

**Web Development:**

**Database:** MySQL - MongoDB - Hadoop

**Networking:** Routing and Switching Protocols - WLAN/LAN connectivity troubleshooting  
Amazon Web Services - Google Cloud Services

**Operating Systems:**

**Cloud Technologies:**

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**