

# CÉSAR LIMA CORREIA

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## Synthesis

I am a highly knowledgeable technical support professional looking to transition into a web developer role. I am eager to apply my experience in development and technical skills to create engaging and functional user interfaces. With my knowledge, i am prepared to contribute to development teams and become a standout performer.

## Skills

- Solid verbal communication
- Strong negotiation skills
- Ability to adapt to different situations
- Knowledge of technologies: React, HTML, CSS, JavaScript, MySQL, TypeScript, Git, SASS, PostgreSQL Tailwind CSS, PHP, Bootstrap
- intermediate english
- Microsoft Office package

## Experience

08/2022 - Current

### IT Assistant - Technical Support

Civil Registry Officer for Natural Persons of the 21st Subdistrict - Saúde, of the Capital Region - São Paulo

- Create and manage web applications for the company.
- Diagnose and resolve technical issues, from helping users identify the root cause of the problem to offer solutions to fix them.
- Answer user questions and provide guidance on how to use a specific product or service. This can include explaining features, settings or solving questions related to functionality.
- In many cases, offering remote assistance, via chat, telephone or remote access to the user's computer.
- Responsible for keeping products or systems up to date. This may involve installing software updates, bug fixes, or settings.
- Register all interactions and solutions provided to users, thus creating a knowledge base with valuable information to improve technical support processes.
- Provide basic training to users, guiding them on how to properly use a product or service and avoid common problems.
- Diagnose and troubleshoot hardware problems, such as peripherals and other internal components of a computer.

04/2024 - 05/2024

### Web Developer - Freelance

Evoluire Multidisciplinary ABA Clinic

• website address: <https://multidisciplinarevoluire.com.br>

- Development of a landing page for the Evoluire Multidisciplinary Clinic that contains important data such as: contact information, services performed, address and content about the clinic.

- Initial meeting with the client to understand the website's needs and goals.
- Analysis of competitor websites and references.
- Creation of the prototype of the website structure.
- Choosing the color palette and typography.
- Layout coding using technologies aimed at web development and insertion of texts and images.
- Tutorial on how to manage the website.
- Domain and hosting setup.

## Courses

10/2024 - 01/2025

**AWS re/Start:** Cloud Computing and AWS services  
Escola da Nuvem

## Projects

2023

### Registration for Monthly Companies

#### Platform for Registering Monthly Subscription Companies

- Website address: <https://cartoriosaudemensalistas.netlify.app>
- Development of a solution for the company I work for, aimed at simplifying the registration process for monthly subscription companies.
- Optimizing the customer experience by providing an efficient, intuitive, and fully digital registration system, reducing the need for manual intervention.
- Implementation of data validation mechanisms to ensure the quality, compliance, and standardization of the registrations.
- Conducting a requirements analysis to gather user needs and ensure the solution's suitability.
- Implementation of a responsive design to ensure accessibility and functionality across different devices.

2023

### Document Express

#### Document printing and creation platform

- Website address: <https://docexpress.netlify.app>
- Application focused on optimizing the preparation of documents used in the company i currently work for.
- Apply a responsive layout, ensuring a friendly and intuitive interface, accessible for all platforms and focused on usability and user experience.
- Integrate with API to make filling out forms easier.
- Plan and organize development, from requirements gathering to final deployment, ensuring good results.
- Monitoring of the application, providing ongoing support, as well as collecting feedback to implement improvements, updates and the inclusion of new models, increasing user satisfaction and engagement.

2021

### Eschool

#### School news portal

- Academic project created for the conclusion course avaliation of the technical course in computing for the internet.

- Creation of an interactive and responsive interface for the school news portal, using reusable components
- Development of an interface for creating and editing news, allowing administrators to add, update or remove publications.
- Production of detailed documentation to guide possible maintenance and expansions of the portal.

## Education

2022 - 2025

**Bachelor's Degree:** Information Systems  
**FMU - University Center of the United Metropolitan Colleges** - São Paulo - SP  
**Period:** 7th semester

2019 - 2021

**Technical Education:** Computer Science for the Internet Integrated into High School  
**ETEC Parque da Juventude** - São Paulo - SP