

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 - In progress

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: 6th semester

2019 - 2021

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