Matheus Oliveira

Front-End Developer JR

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PROFESSIONAL EXPERIENCE

NEOBPO   **Mogi das Cruzes, SP**

BACKOFFICE   **2022-2023**

- **Administrative Support:** Managed a variety of administrative tasks, including report preparation, document organization, and correspondence handling. Demonstrated strong organizational skills and attention to detail, ensuring efficient back-office operations.
- **Collaboration and Communication:** Worked with IT and customer service departments to resolve cross-functional issues and improve workflow. Contributed to team meetings and provided feedback to enhance performance and service delivery.

NEOBPO   **Mogi das Cruzes, SP**

TELEMARKETING AGENT   **2021-2022**

- **Feedback Utilization:** Analyzed customer feedback to identify trends and areas for service improvement. Recommended actionable changes to management, resulting in enhanced customer retention and satisfaction.
- **Effective Communication:** Used strong communication skills to handle objections, negotiate solutions, and build rapport with customers.

EDUCATION

UNIVERSIDADE DE MOGI DAS CRUZES – SOFTWARE ENGINEER   **Mogi das Cruzes, SP**

2023-Present

Pursuing a Bachelor's degree in Software Engineering. Currently in the 4th semester. Coursework includes advanced topics in software development, algorithms, data structures, and system design.

THE COMPLETE 2023 WEB DEVELOPMENT BOOTCAMP   **Mogi das Cruzes, SP**

2023

Completed intensive training in Web and Front-End Development, covering essential technologies such as HTML, CSS, JavaScript, Node.js, React, and MySQL. Gained hands-on experience in building responsive, interactive websites and web applications.

ADDITIONAL INFORMATION & SKILLS

LANGUAGES

- **Portuguese:** Fluent
- **English:** Intermediate

PROGRAMMING LANGUAGES

- **HTML:** Proficient in creating and structuring web content with HTML.
- **JavaScript:** Skilled in developing interactive web functionalities and dynamic content using JavaScript.
- **CSS:** Competent in styling and designing responsive web pages.
- **MySQL:** Proficient in database management and querying with MySQL, focusing on data manipulation and integrity.
- **React:** Proficient in building modern, component-based user interfaces.