Diego Martinelli Magno

Bournemouth, England, United Kingdom

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Summary

Web developer with a primary focus on front-end development and a solid foundation in HTML/CSS, SCSS, and JavaScript. Currently enrolled at Rocketseat coding school, I stay updated with industry trends and best practices.

Actively participated in over 70 web projects since 2017, including a successful contribution to the 'Sustainability While Traveling' project during a Hackathon at Planes Studio in London.

Knowledgeable in ReactJS, NodeJS, Express, KnexJS, SQLite, and SQL. Also interested in working with .NET, TailwindCSS and Typescript. Skilled in using tools such as Visual Studio Code, Insomnia, Beekeeper Studio, Notion, Git, GitHub, and WordPress.

My goal is to contribute to innovative projects, assist businesses expand through technology and grow within a dynamic team.

Email: diegomartinelli@live.com
GitHub: https://github.com/diegommagno
Portolio: dmm.studio

Experience

Android & iOS Support Specialist

Conduent

Apr 2019 - Present (4 years 9 months)
• Provide the highest level of personalised service and exceptional support experiences to customers through various communication channels, including phone, email, and chat.

• Efficiently respond to technical queries, prioritise them to meet SLAs, and resolve high volumes of customer complaints, ensuring client satisfaction.

• Identify and propose solutions for customer, business, and client issues.

• Maintain accurate case documentation with relevant notes, ensuring transparency in actions taken and availability for client presentations.

• Develop and implement strategic initiatives for issue resolution and escalation when necessary.

• Represented the Night Shift team during a company consultation period by gathering employee suggestions, engaging in direct communication with company managers, and reporting feedback to the team.

Technical Support Engineer

CSOFTWARE - Gestão Inteligente

Nov 2017 - Sep 2018 (11 months)

• Responsible for testing the company's software and website features, providing ideas on how they could be improved, and reporting any issues.

• Helping clients through phone, chat and TeamViewer, with questions about the company's softwares and websites.

• Install and manage company software on clients' systems.

• As part of a project to update the main website, I was responsible for adding images with links to our products.

Company website: www.csoftware.com.br

Customer Service Representative

BK Consultoria

Dec 2015 - Jun 2017 (1 year 7 months)

Providing assistance for the state government of São Paulo, in its program called "Poupa Tempo", I had the important role of analysing what customers needed in relation to government documents and offering them the best solutions.

Education

Rocketseat

Information Technology

Mar 2022 - Present

Learned on the Explorer Program (starter)

Front-end development for web applications using HTML, CSS, JavaScript, fundamentals of Node.js and ReactJS

Git/GitHub

Object oriented concepts

Responsive Web Design (RWD)

User Experience Design (UX)

DOM manipulation

Accessibility

Figma Layout interpretations

Flex and Grid layouts

Animations and transitions

Single page application (SPA)

Web APIs

NPM, Knex.js, Express, SQL, SQLite

ReactJS

CSS in JS (Styled Components)

React Router

Vite

RESTful API

Automated Deployment and Testing

Estácio
Bachelor's degree, Computer Science
2015 - 2018

Scuola Media Statale Sedia di Via Terracini, Domodossola - Italy
Italian Proficiency A2, Italian Language and Literature
2018 - 2019

Universidade Estadual do Paraná (Paraná State University)
Bachelor's degree, Computer Science
Jan 2014 - Dec 2014

Licenses & Certifications

Game Localisation - Udemy
UC-1EEWGS83

HTML, CSS, and Javascript for Web Developers - Johns Hopkins University School of Education
B7L7RZBB46X7

Complete Web Development Course - Create 6 online projects - Udemy
UC-68R6TBTZ

Web Design for Web Developers - Udemy
UC-7BS1PULH

Attestato di Competenza Linguistica - Scuola di Lingua e Cultura Italiana

The Complete JavaScript Course 2019: Build Real Projects - Udemy

Next Level Week - Artificial Intelligence - Rocketseat
71b67a62-4937-4dd3-a10a-4bbe9074b712

Figma for Developers Course - Rocketseat
d220a536-5c69-4fea-b85d-0a1942782878

Artificial Intelligence for Developers - Rocketseat
5d46569f-313f-45c8-8123-401c249c9f5f

Discover - Rocketseat

51106f15-3d2f-4656-8721-e4af3baa849e

Skills

Typing • Computer Literacy • Online Data Entry • Confidentiality • Attention to Detail • Analytical Skills • Communication • Oral Communication • Teamwork • Databases