

Eliane Fortes - Software Developer

Melbourne – Australia • 0405 097 837

elimrfortes@gmail.com • linkedin.com/in/eliane-fortes •
github.com/elifortes



PROFILE

Passionate Software Developer with a comprehensive foundation in full-stack development, gained from Le Wagon's Web Development bootcamp, and a strong background in business analysis and customer service. Skilled in creating customer-centric solutions using technologies like JavaScript, React, Node.js, and Ruby on Rails, complemented by practical experience in HTML/CSS, Bootstrap, and database management (SQL/NoSQL). My previous roles as a Support Worker and Business Analyst have honed my problem-solving, analytical, and organizational skills, ensuring a user-focused approach to software development. With projects ranging from an Airbnb-inspired boat rental platform to a group-gifting web app, I have demonstrated my ability to innovate and execute within collaborative environments. Graduated in Business Administration and furthered my analytical skills through a Data Analytics course at General Assembly, I am driven to apply my diverse skill set and fresh perspectives to contribute to a forward-thinking software development.

My skills include:

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|--------------|------------|--------------------|-------------|
| - JavaScript | - HTML/CSS | - Ruby on Rails | - Bootstrap |
| - React.js | - Node.js | - Express.js | - SQL/NoSQL |
| - GitHub | - Heroku | - Customer Service | |

EMPLOYMENT HISTORY

Support Worker at **Discover Nursing Australia**, Sydney (Jan 2018 – Aug 2023)

- Provided exceptional customer service, emphasizing empathy, and understanding.
- Addressed and resolved client queries effectively, indicating strong problem-solving skills and customer-focused service.
- Coordinated care consultations, reflecting excellent organizational and time-management abilities.

Business Analyst at **Valeo Thermal Bus Systems**, Caxias do Sul/Brazil (Jun 2016 – Sep 2017)

- Conducted regular statistical report generation, emphasizing analytical skills and attention to detail.
- Analysis and negotiation of orders and delivery schedules with customers.
- Responsible for monitoring daily revenue and meeting targets.
- Participation in the qualification of processes, identifying and applying innovations and differentiated solutions, and validating the applicability of new technologies, knowledge, and practices.

Business Analyst at **Keko**, Caxias do Sul/Brazil (Sep 2014 – May 2016)

- Weekly statistics reports.
- Responsible for monitoring daily revenue and meeting targets.

Export Analyst at **Keko**, Caxias do Sul/Brazil (Feb 2012 – Sep 2014)

- Analyse large amounts of data and other business processes.
- Assisting to export manager in all documents.
- Preparing and confirming orders, arranging communications between sales departments and international customers, coordinate/arrange shipments and export procedures follow up.

EDUCATION

Web Developer Bootcamp | Le Wagon, Melbourne

Oct 2023 – Dec 2023

- Completed a 9-week full-time intensive coding bootcamp.
- Applied practical knowledge of HTML, CSS, Bootstrap, JavaScript, GitHub, Heroku and Ruby on Rails.
- Developed and Airbnb-inspired boat rental platform.
- Proposed and developed the web app 'Gift Genius', completing the project within 2 weeks as part of a 3-person team.

Data Analytics Bootcamp | General Assembly, Sydney

Apr 2022 – Jul 2022

- Applied practical knowledge of Tableau, PostgreSQL, and Excel.
- Delivered a project analysing Chicago City Council phone requests and provide a detailed examination of complaints by the councilperson elected to represent the area.

Business and Management Administration Degree | UCS, Caxias do Sul

Mar 2010 – Jul 2017