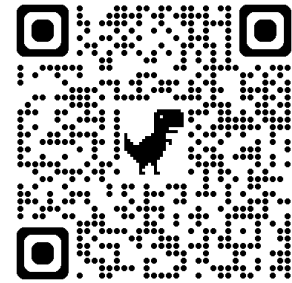# Eliane Fortes | Software Engineer

Melbourne – Australia · 0405 097 837

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

PROFILE

Passionate Software Engineer with a foundation in full-stack development and a background in business analysis and customer service. Experienced in creating innovative, user-focused solutions with a demonstrated ability to work collaboratively. Holds a bachelor's degree in business administration and advanced analytical skills gained from a Data Analytics course. When not improving my skills, I enjoy walking with my dog or playing tennis.

TECHNICAL SKILLS

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

PROFESSIONAL EXPERIENCE

SUPPORT WORKER | DISCOVER NURSING AUSTRALIA, SYDNEY
Jan 2018 – Aug 2023

- Provided 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 | 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 | KEKO, CAXIAS DO SUL/BRAZIL

Feb 2012 – May 2016

- 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.

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.

THE ULTIMATE IT BEGINNERS - FROM 0 TO JUNIOR ENGINEER | TECHWORLD WITH NANA

Sep 2023 – Sep 2023

- Gained hands-on experience in the full Software Development Lifecycle (SDLC), enhancing understanding of software development and release workflows.
- Developed a simple web application integrating frontend, backend, and database using a comprehensive tech stack including HTML, CSS, JavaScript, Vue.js, Node.js, Express.js, and MongoDB.
- Acquired foundational knowledge in infrastructure management, including virtual server creation and configuration on cloud platforms.

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.

BACHELOR OF BUSINESS ADMINISTRATION | UCS, CAXIAS DO SUL/BRAZIL

Mar 2010 – Jul 2017

- It takes care of all an organization's operations, from structuring its human, material and financial resources to developing market strategies. The administrator helps define, analyse and meet the organization's goals.
- Manages relations between the company and employees, developing and implementing career plans and benefits programs.
- Coordinates the purchase of raw materials and inputs, controlling their storage, quality and replacement. It also takes care of costs and cash flow budgets.
- Develop marketing actions, promoting the sale of the organization's products or services.