

Felipe Santos

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Professional Summary

Bilingual professional with 6+ years of experience in customer service and administration. Skilled in office operations, scheduling, data management, and remote collaboration to enhance efficiency and support team goals. Currently pursuing a Bachelor's in Computer & Information Science, combining technical knowledge with proven administrative and client-focused expertise.

Core Skills

- Office Operations & Coordination
- Document&File Management
- Data Entry & Reporting
- Client Communication (phone, chat, email)
- Issue Resolution & Problem-Solving
- Time Management & Multitasking
- Basic IT Troubleshooting / Technical Support
- Conflict Resolution & De-escalation
- Attention to Detail & Accuracy
- Adaptability & Team Collaboration
- Remote Collaboration (Zoom, Slack, Teams)
- Bilingual Communication (English Portuguese)

Experience

Online Freelance

Online | April 2023 - Present

- Provide freelance administrative, technical, and creative support to clients.
- Design and maintain websites for small businesses, improving client online presence.
- Develop productivity and software projects, including AI and app-based tools.

Security Specialist

Target | San Mateo, CA | January 2022 - March 2023

- Monitored security systems and prepared accurate, detailed incident reports.
- Maintained floor safety, security, organization while ensuring excellent customer experiences.
- Collaborated with team members to successfully complete tasks, compile reports, and apprehend individuals when necessary.

Additional Roles | Driver, Assistant, Customer Service

2019 - 2022

- Provided safe, reliable transportation for clients and goods.
- Supported business operations with clerical and assistant duties.

- Worked Collaboratively with team members to meet store performance goals. Customer Service.

Projects

- FRIDAY - AI virtual Assistant (2025): Built an interactive AI companion with an IOS app.
- Desktop Organizer (2024): Developed a productivity software for task management and file organization.
- Freelance Website (2022-current): Designed and maintained websites for small businesses, improving online visibility and user experience.

Education & Certifications

College of San Mateo, San Mateo, CA - *Computer and Information Science*

- A.S. in Computer & Information Science
Expected December 2026

San Mateo High School, San Mateo, CA

- Graduated May 2020

Certifications:

CS50: introduction to Computer Science

Google IT Support Certificate

Crash Course on Python

Additional Information

- Calm under pressure, detail-oriented, an effective communicator.
- Highly adaptable to new technologies, systems, and team environments.
- Open to remote, hybrid, or in-person roles.