

Filipa Lopes de Carvalho, Software Developer Intern

Germany, 0176 83413255, filopesdecarvalho@gmail.com

LINKS	LinkedIn			
PROFILE	Software Developer student with experience in HTML, TypeScript, Python, and JavaScript, continuously advancing through university projects and self-learning. Former Customer Relations Manager in the airline industry, bringing strong communication, problem-solving, and management skills. Passionate about technology and user-focused solutions, eager to leverage both technical expertise and interpersonal abilities in a dynamic development environment.			
SKILLS	HTML	Team Collaboration		
	JavaScript	Problem Solving		
	TypeScript	Critical Thinking		
	Python	Time Management		
	CSS	Conflict Resolution		
	Scrum	Client Relations		
	Communication Skills			
	EMPLOYMENT HISTORY			
Sep 2019 — Sep 2023	Customer Relations Manager, British Airways		Bremen	
	<ul style="list-style-type: none">Successfully resolved 90% of critical issues within 72 hours, ensuring minimal operational disruption.Managed 200+ customer claims and legal cases monthly, resulting in a 95% resolution rate.Increased customer retention through targeted engagement strategies and personalized solutions.			
Jun 2016 — Aug 2019	Customer Service Representative, British Airways		Bremen	
	<ul style="list-style-type: none">Analyzed and acted upon sales opportunities, contributing to an increase in revenue and customer retention.Managed 100+ calls per day, addressing customer inquiries, resolving issues, and providing exceptional service.Utilized CRM software to track customer data, interactions, and activity, resulting in improved customer service.			
EDUCATION				
Jan 2024 — Present	Bachelor in Science - Software Development, IU international Hochschule		Bremen	
LANGUAGES	Portuguese	Native speaker	German	B1
	English	C1	Spanish	B1
COURSES				
Mar 2025	Python Development, Mimo Academy			
Mar 2025	Full-Stack Developement, Mimo Academy			
Oct 2014 — Jul 2015	German Language Course A1 - B1, Volkshochschule Bremen			