Email: -

Website: -

Github: github.com/freeitas

Linkedin: linkedin.com/in/guilhermehfds

SKILLS

Programming Languages & Technologies

JavaScript, TypeScript, React, Next, Redux, NextJS, Vue, Nuxt, React Native, Jest/Cypress/Playwright/Testing Library, NodeJS, CSS, HTML.

EMPLOYMENT

oneRhino, USA — Software Engineer • *2021 - current*

- Implemented front-end with Next and Nuxt frameworks
- Assisted clients improving their website **increasing website traffic and potential leads** through achieving "Good" ratings for all Core Web Vitals metrics
- Implemented Google Analytics, **providing the client with detailed insights into website traffic, user behavior**

Self Tecnologia, Brazil — Software Engineer • *2018 - 2021*

- **Shipped and maintained an mobile app** for android and iOS that empowered clients to manage their bills, schedule support visits, and negotiate debts
- **Built** a custom internet plan comparison tool that helps customers identify the optimal plan for their specific usage requirements.
- Helped **architect** an desktop application for a new kiosk

Self Tecnologia, Brazil — Client Support • *2017 - 2018*

- **Reduced workload for other departments** by handling customer inquiries directly, freed up other departments like sales and engineering to focus on core activities.
- **Developed and implemented self-help resources** that resulted in a decrease in support inquiries.
- Identified and resolved technical bugs that significantly **improved user experience** and kiosk functionality.
- **Trained and mentored** new support team members
- **Developed and implemented new processes and procedures** to improve support efficiency.

EDUCATION

UNICESUMAR

2020: Analysis and Systems Development