



# MILLENA SANTOS

Portuguese, brazilian

27/01/1998

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freitasmillena27@gmail.com

## SKILLS

- Microsoft Office Word
- Microsoft Office Excel
- Microsoft Office PowerPoint
- Leadership and soft skills
- Adobe Photoshop
- Ability to work under pressure
- C
- Java
- Haskell
- HTML (beginner)
- CSS (beginner)
- Linux

## ACHIEVEMENTS

Best quality control improvement which highly contributed during a critical time - Procter and Gamble, 2017.

Recognition for leadership and doing the right decision regardless of the circumstances - Procter and Gamble, 2018.

## PROFESSIONAL EXPERIENCE

### Technical Specialist

*Apple UK | June 2018 - May 2019*

- Strong ability to provide support to employees in the best and fastest way possible while following a strict internal compliance regulation;
- Quickly learned procedures and methods to assist effectively customers by recognizing their needs and visualizing solutions under the Company's policies;
- Supervised a group of employees by evaluating their calls and providing feedback in order to accomplish the targets set by Apple.

### Microbiology Lab Technician - Internship

*Procter and Gamble, P&G | August 2017 - March 2018*

- Responsible for the lab's organization, control of supplies and water and air flow sampling;
- Analysis of water, air flow, raw material and the main product (toothpaste) under the Company's specifications and government policies;
- Efficiency in creating Excel sheets to strictly monitor the analysis results;
- Asset management.

## EDUCATION

### High School degree

*IFRJ | 2013 - 2017*

-A specializing course of chemistry within the degree.

### FCE - First Certificate of English

*University of Cambridge | 2015*

### Software Engineering - 2nd year

*University of Minho | 2020 -Present*

Grade: 15

### CV Website

<https://millenasantosresume.netlify.app/>