

# Gabriel Santos

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## Summary

Full-stack developer with formal training at MITx who is highly ambitious and goal-oriented with a solid knowledge base in Computer science and Web-development. Coachable, professional, and personable employee who is always eager to learn new technologies and collaborate with like-minded individuals.

IT System administrator with a proven track record in offering solutions to complex technical issues in a fast-paced environment.

## Skills

Javascript, Node.js, MongoDB, HTML, CSS, ExpressJS, Airbnb Style Guide for JavaScript, Mozilla Developer Network for JavaScript, DevOps, Cloud, Adobe XD, Material UI, Bootstrap, Git, GraphQL, Oracle Linux, SQL, System Administration, Docker, Redux

## Experience

### System Administrator Support I | 04/2022 - Present | Oracle | Orlando, FL

- Remotely troubleshoot customers who are experiencing technical difficulties within Oracles Food & Beverage hospitality products.
- Create support tickets and attend to customers in a timely matter.
- Collaborate with other teams such as L2, Consulting, development, and Cloud team to assist in resolving clients' issues.
- Replicate the customer's issue, run tests, and troubleshoot any error codes the customer may be facing.
- Assist customers with questions regarding configurations within their property.
- Carefully analyze knowledge documents and logically break down customers' issues to help provide solutions.
- Use database languages such as SQL to retrieve, update, delete and modify data within the customer's workstation database.
- Assist and troubleshoot customers in both Portuguese and English-speaking countries.

### Insurance Agent/Digital Specialist | 12/2019 - 04/2022 | Rapid Insurance | Orlando, FL

- Attended to inbound calls and created a sales pipeline
- Seek out leads and new business through social media outlets
- Managed website SEO and data tracking with google analytics.
- Create and test advertisements within google ads and Facebook ads.
- Cold call and use databases that contained customers who were interested in auto insurance.
- Leadership & Team Building
- Product specialist (Auto Insurance)
- Create and manage social media posts in Portuguese and English for companies on Instagram, and Facebook.
- Head of the Portuguese market
- Sales and Support

## Education

### Full Stack Development MERN | MIT xPRO | 08/2022 | Boston, Massachusetts

- Create fully-functional SPA web applications and their supported back-end services(Node, MongoDB, GraphQL)
- Use Git version control to track/submit changes to web application
- Test-driven development using Jest.
- Create and deploy containers in docker.
- Create responsive databases using MongoDB

- Deploy and build applications using Heroku as a cloud provider.
- Create REST APIs with tools such as swagger and test with postman and thunder client.
- Write functional asynchronous code for smooth client-side API interactions.
- Successfully completed a capstone full-stack project utilizing the MERN stack

#### **Associates in Arts | Valencia College | 12/2022 | Orlando , Florida**

- Successfully completed introduction to engineering coursework
- Create virtual circuits and schematics and test virtually
- Solder and test circuit and adjust schematics to match the required output.
- Completed Intro to engineering mathematics course
- Test and create projects in the electrical engineering lab.
- Create simple scripts for hardware using C.

### **Languages**

English, Portuguese, Spanish

### **Certificates**

Professional JavaScript Coding Certificate from MITx Pro

### **Projects**

#### **BANKING APPLICATION**

#### **ROLE - *FULLSTACK DEVELOPER***

#### **OBJECTIVE**

- Create a full-stack bank application that allows for user authentication upon registering and logging in, stores user transactional data, and Access tokens for auth. Display all transaction data for users when logged in and save state.

#### **WORK**

- Design and configure UI using the ReactJS Framework and Material UI for styling app components.
- Create REST API to communicate with Database using NodeJS, mongoose for schemas, Express and Redux for global state management, and async data fetching
- Create, configure, and implement MongoDB to serve as a database for all user data.
- Authenticate and log out user using JWT.
- Create a User dashboard that will show all user transaction data over a period of time.
- Successfully Build and deploy the application to Heroku.