

HANS OLIVEIRA

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GitHub: <https://github.com/hansnery> | Portfolio: <https://hansnery.github.io/portfolio/>

PROFESSIONAL SUMMARY

Full-stack Developer proficient in both frontend and backend, with a particular strength in the backend. A strong team player and creative thinker with a passion for innovation. Eager to support and elevate the organization to the next level.

CORE SKILLS

Ruby	SQL	Team Player
Python	C++	Communicative
Javascript	HTML and CSS	Innovative
Java	Bootstrap and Bulma	Self-learner
PHP	Adobe Photoshop	Driven Individual

EDUCATION

Diploma / Computer Programming , Georgian@ILAC, Toronto, ON.	Sep 2022 – Apr 2024
BA in International Relations , Unisul, Florianópolis, Brazil.	Aug 2012 – Dec 2015

EXPERIENCE

Career Services Assistant Georgian@ILAC Toronto	Aug 2023 – Present
<ul style="list-style-type: none">Assist with Portfolio Development for 10 computer programming students daily, focusing on project creation and enhancement of existing portfolios to increase engagement from potential employers.Offer personalized support for 10 students daily on programming projects, facilitating troubleshooting, concept understanding, and skill enhancement, leading to improved technical expertise.	
Parliamentary Assistant - Digital Strategist Legislative Assembly of the State of Santa Catarina Florianópolis, Brazil	Feb 2020 – Sep 2022
<ul style="list-style-type: none">Created and designed digital content, including graphics and videos, to enhance the Congressman's online presence and increase engagement with constituents.Handled the Congressman's social media profiles, informing the public of public policies, important bills and promoting key initiatives.Implemented paperless processes for tracking parliamentary assistants' fuel expenses, distance traveled, and vehicle data, increasing efficiency and accuracy.	

- Managed and verified allowances, travel expenses, and compliance for other parliamentary assistants, ensuring strict adherence to public money regulations.
- Contributed to the Congressman's re-election campaign, witnessing an increase in votes from 38,547 to 71,185 during my tenure.

Administrative Assistant

Jul 2016 – Oct 2020

Wizard by Pearson

Florianópolis

- Managed subscriptions for new students, coordinating enrollment and orientation processes.
- Inputted essential data into the school's system, maintaining up-to-date records of student information, payments, and subscriptions.
- Assisted the school's director with various demands and special projects, demonstrating flexibility and responsiveness to evolving needs.

Customer Success Consultant Intern

Jul 2015 – Mar 2016

H2App (Start-up for delivery of bottled water and cooking gas)

Florianópolis

- Led the onboarding process for new users onto the company's software, providing comprehensive guidance, training, and support to ensure a smooth transition.
- Actively supported existing users, addressing inquiries, troubleshooting issues, and offering tailored assistance to enhance their experience with the software.
- Analyzed user feedback and collaborated with the product development team to implement feature improvements, resulting in a 15% increase in user satisfaction ratings.

CERTIFICATIONS

Worker and Safety Awareness (Ministry of Labour, Training and Skills Development) 2023

Workplace Wellbeing (Accessibility for Ontarians with Disabilities Act) 2023

IELTS (8.0 out of 9.0 on General Training Test - English) 2022