


# Joao Oliveira

 [joao00alex@gmail.com](mailto:joao00alex@gmail.com)

 07517645599

 [joalex.dev](http://joalex.dev)

 [github.com/j-000](https://github.com/j-000)

## About

As a **student of BSc in Computer Science**. I am interested in both technology and finance. I am an ambitious person and my long term goals involve building a successful career in technology. I am looking for opportunities to help me consolidate all my learning.

## Experience

### Freelancer Frontend Developer @ joalex.dev

Jan 2020 - Present

Help small and medium businesses improve their websites and add extra functionality to improve business processes.

Source new leads through social media campaigns, direct contact and on site presentations.

Extensive use of COTS solutions and further customisation..

### Product consultant @ Crownpeak

Apr 2019 - April 2021

Onboard and train new clients to our Digital Quality Management (DQM) platform. Proactively automate tasks with Python.

Escalate issues using JIRA as part of the Agile development. Provide training on WCAG (2.0) compliance and SEO improvement techniques to clients.

Setup standard and custom demos of the software for the sales team.

### Support Specialist @ Actionstep

May 2017 – Apr 2019

Responsible for the monitoring of the support queue, resolution of issues with clients and escalation of bugs using JIRA.

Responsible for responding to queries relating to software and providing training to customers. Responsible for demos of the software as well as custom configurations using PHP and Javascript.

### Sales Assistant @ TravelUp

May 2016 – May 2017

Responsible for handling enquiries from customers and converting calls into bookings. Management of a long list of long term customers.

### Account Manager @ FlatClub

Sep 2014 – May 2016

Responsible for the onboarding of new clients and provision of ongoing tech support. Automatic generation of reports using Python for management

## Skills

### Software

Salesforce, JIRA, Xero, MS Office, Outlook

### Programming Languages

Python (Django / Flask / DRF)  
Typescript  
JavaScript (Angular/VueJs)  
SQL (Postgresql, MySQL, MongoDB)  
Java  
HTML  
CSS

## Languages

|                   |              |
|-------------------|--------------|
| <b>Portuguese</b> | Native       |
| <b>Spanish</b>    | Fluent       |
| <b>English</b>    | Fluent       |
| <b>French</b>     | Intermediate |

## Education

**2018 - 2022**

**Birkbeck, University of London**

BSc Computer Science

## Interests

Reading, finance, travelling, cooking and building new apps that help solve real problems.