CONTACT

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📍 Aveiro, Portugal

◎ Open to remote roles

SKILLS & TOOLS

- HTML and CSS
- JavaScript
- React / React Native
- Python
- Bootstrap
- Django
- Node.js / Express
- MongoDB
- PostgreSQL
- Git
- Visual Studio Code

EDUCATION

CAREERFOUNDRY
Full-Stack Web Development
Certificate, Jul 2023

**CATÓLICA PORTO
BUSINESS SCHOOL**
Mini-MBA, 2013

**UNIVERSIDADE DE
AVEIRO**
BSc, Biochemistry and Food
Chemistry, 2006

Joana Martins

WEB DEVELOPER

Sales and Customer Service Manager with 15 years experience in the tech industry turning Web Developer. Experienced in helping clients solve problems and improve processes using technology. Collaborated with developers to improve products and increase customer satisfaction. Excited to start developing, testing, debugging, and launching applications and continue to help people and organizations succeed using technology.

PROJECTS

- Developed MyFlix movie app, by building a Node.js REST API and React based client-side.
- Built Chat App for mobile devices, by providing users with a chat interface and options to share images and their location, using React Native.
- Created a web Recipe App that lets users authenticate, search and view recipes, and shows statistics, using the Django framework.

View my projects here: joanafm.pages.dev

RELEVANT EXPERIENCE

SALES AND CUSTOMER SERVICE MANAGER
METATHEKE SOFTWARE · Jan 2014 – Present
IT company with a portfolio focused on the management of digital content for the web

- Drive business growth by prospecting, showcasing software value, writing proposals, and closing deals, helping increase revenue by over 80%.
- Enhance user adoption by providing hands-on training and remote support to multidisciplinary teams, improving efficiency and overall customer satisfaction.
- Elevate service quality by engaging customers, addressing concerns, and using feedback to drive consistent improvements, leading to the introduction of new or enhanced features each month.
- Improve user experience by collaborating with development team to conceptualize and test new features, minimize bugs and enhance overall user satisfaction.

QUALITY MANAGER
METATHEKE SOFTWARE · Aug 2008 – Dec 2013
IT company with a portfolio focused on the management of digital content for the web

- Led a small team to successfully implement an integrated management system, achieving NP EN ISO 9001 and ISO/IEC 20000-1 certifications in 18 months, making the company Portugal's first SME certified in IT service management.
- Assisted R&D Manager in coordinating and implementing an innovation management system, culminating in NP 4457 certification.