

# JOANA MORAIS

FRONTEND DEVELOPER

## CONTACT

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## EDUCATION

2025

SHECODES

Junior Backend Developer

2025

SHECODES

Junior Frontend Developer

2008 - 2011

ESCOLA SUPERIOR EDUCAÇÃO  
PORTO

BA (Hons) Visual Arts and Artistic  
Technologies

2011 - 2013

ESCOLA SUPERIOR EDUCAÇÃO  
PORTO

MA Visual Arts Education

## LANGUAGES & FRAMEWORKS

- JavaScript
- React.js
- BootStrap
- Responsive Web Design
- HTML+CSS
- Python

## PROFILE SUMMARY

Junior frontend developer with experience in HTML, CSS, and JavaScript, transitioning from customer success to web development. Passionate about building clean, responsive interfaces and learning modern frameworks.

## WORK EXPERIENCE

### Junior Software Developer

Freelancer

2025 - PRESENT

- Develop and maintain high-quality, responsive frontend applications using modern frameworks and technologies.
- Optimize applications for maximum speed and scalability.
- Ensure cross-browser compatibility and adherence to web standards.
- Identify and resolve performance and usability issues.
- Write clean, maintainable, and well-documented code.

### Customer Success Manager

Onport

2021 - 2024

- Managed end-to-end client success for a SaaS platform, improving client onboarding and retention.
- Collaborated with tech and product teams to troubleshoot and resolve client issues efficiently.
- Produced support documentation and training videos to enhance knowledge sharing and reduce ticket volume.
- Leveraged Slack and Zendesk to manage support workflows and client communication.

### Logistics & Partners

Overcube

2020 - 2021

- Supported backend operations and partner onboarding for an e-commerce fashion platform.
- Negotiated with shipping partners and streamlined logistics processes to reduce costs.

### Customer Service Advisor - E-commerce

Overcube

2019 - 2020

- Provided customer support via email; processed returns and coordinated with partners.

ADDITIONAL WORK EXPERIENCES AVAILABLE ON LINKEDIN