

JOANA MORAIS

FRONTEND DEVELOPER

PROFILE SUMMARY

After several years working in Customer Service and Customer Success, I am currently transitioning my career into Web Development. This decision comes from a genuine desire to continue contributing to the world of technology — this time, from the side of those who design and build solutions for real-world challenges.

Although I am still early in this new journey, I am highly motivated to learn and to grow as part of a team that values collaboration, creativity, and continuous improvement. I believe my background in client-focused roles gives me a strong foundation in understanding user needs and delivering thoughtful, effective solutions — qualities I now aim to bring into my work as a developer.

CONTACT

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EDUCATION

- 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

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

2021 - 2025

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- 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

2020 - 2021

Overcube

- 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

2019 - 2020

Overcube

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

ADDITIONAL WORK EXPERIENCES AVAILABLE ON LINKEDIN