

# 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

- +351 935 660 554
- Porto
- joanaalexandramorais@gmail.com
- in/joanaalexandramorais
- joanamorais.com
- github.com/joanamorais13

### 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

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