

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