DARIO VIEIRA

Bristol, Kingswood.

07598608894

darioartist@gmail.com

Github - @Kingporchy
Portfolio - kingporchy.github.com

SKILLS:

- JavaScript ES6+
- CSS3
- HTML5
- SQL
- NoSQL
- GitHub
- MongoDB
- MySQL
- Express
- React
- Node
- Handlebars
- Query & Bootstrap

ACCOMPLISHMENTS:

Level 2 Certificate in Customer Services (RFQ) - Completed 2022

Full UK Driving Licence held since 2011

LANGUAGES:

Portuguese: First Language
C2

English:
C2
Proficient

Spanish:
A2
Elementary

Russian:
A1
Beginner

Passionate front-end developer with a creative edge, dedicated to crafting and optimising captivating webpages that leave a lasting impression. Current student of edX front-end developer bootcamp, equipped with strong collaborative skills, a keen eye for creative design, and attention to detail. Eager to contribute innovative solutions and elevate user experiences through web development.

Oct 2022 to September 2023
Customer Service Executive - Zego Insurance - *RSVP media response*London, Tower Hamlets

- Politely and promptly handled inbound and outbound phone calls, helping with customer queries and making necessary changes to accounts and policies.
- Created engaging conversations with customers to obtain an in-depth understanding of their needs, finding the best ways of serving them to their desired level.
- Worked with live chats and email correspondence with professionalism both written and in product knowledge.
- Complaint handling following correct company protocol.
- Consistently trained through SkillCast to further broaden my knowledge and completed 17 courses on various topics in 9 months.

November 2016 to February 2022
Assistant Tour Manager - *Booking Machine Agency*, Saint Petersburg, Russia

- Coordinated artists, booking their travel, transfers to the concert venues and hotels.
- Developed expertise and knowledge for consistent delivery of outstanding quality concerts.
- Assisted in developing advertising and marketing strategies across social media platforms.
- Maintained and built positive client relationships.
- Managed social media pages to promote concerts and expand social reach.

SkillCast Certificates: *Anti-Money Laundering and Counter Terrorist Financing (**AML/CTF**) - Complaints Handling - Conduct Risk - Conflicts of Interest in Insurance - Ethical Standards in Insurance and Investment - Fair Treatment of Vulnerable Customers - Financial Crime Prevention - ICOBS General Matters - Insurance Distribution Directive (**IDD**) - Introduction to UK Financial Regulation - Training and Competence - Treating Customers Fairly - Whistleblowing in Financial Services - Conduct Rules for Conduct rule Employees*. All completed in **2022/2023.**

EDUCATION:

edX front-end development bootcamp 2024 **- University of Manchester**

Bachelor of Arts Music Technology Specialist (1:1) **2014 - University of West London, Ealing, EAL.**