



MONICA CAIRES

FULL-STACK DEVELOPER

SUMMARY

I build responsive, accessible web apps with **JavaScript, React, Next.js, Node.js, Express**, and **TailwindCSS**, focusing on clean architecture, maintainable code, and smooth user experiences. I'm passionate about learning, problem-solving, and delivering solutions that make an impact.

Currently exploring advanced projects and expanding my skill set, I'm excited to join a team where I can contribute, grow, and help create meaningful digital products.

EXPERIENCE

Teleperformance Portugal SA

Lisbon, Portugal

Project Management Office Analyst

01/2025 - Present

- Part of Microsoft's Partners Process Excellence team, supporting project tracking, risk identification, and process improvements.
- Manage workflows, coordinate communication, and introduce efficiency initiatives.
- Contribute to AI-driven process automation through Copilot Studio.
- Produce analysis and reporting to guide data-driven decision-making and ensure successful project delivery.

Teleperformance Portugal SA

Lisbon, Portugal

Operational Trainer

05/2021 - 01/2025

- Deliver training and create learning materials for Microsoft's Partners training department.
- Leverage SAP SuccessFactors, Microsoft Excel, and Power BI to track and report performance data.
- Support team operations and serve as backup Training Manager, collaborating closely with leadership and high-level stakeholders.

Teleperformance Portugal SA

Lisbon, Portugal

Operations Customer Expert

07/2019 - 05/2021

- Provide high-quality customer support, resolving issues, maintaining client satisfaction, and assisting with service-related processes.
- Support project management tasks and help maintain team efficiency and morale.

CERTIFICATION

Fullstack Developer Path

Scrimba

CS50x: CS50's Introduction to Computer Science

Harvard University

Complete Web Developer in 2025

Zero to Mastery Academy

SKILLS

HTML/CSS · JavaScript · TailwindCSS ·

Next.js · React · Node.js · Express ·

Git/GitHub

LANGUAGES

PORUGUESE Native

ENGLISH Native