BRUNO FERNANDES
FULL STACK WEB DEVELOPER

Full-Stack Developer skilled in Next.js, TypeScript, React, and Tailwind CSS, with a strong MERN stack background. Experienced in building scalable web applications, integrating MongoDB/Prisma, and deploying on AWS (S3, EC2, Lambda). Former team manager, and costumer support expert combining leadership with problem-solving to drive impactful projects. Recent work includes a a React-based movie app, showcasing strong frontend development, API integration, and state management.

CONTACT

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EDUCATION

CAREERFOUNDRY
NOVEMBER 2023 – JANUARY 2025

Certificate – Full-Stack Web Development Program
- Specialisation in Cloud Computing for Web Developers (September 2024 – January 2025)

INSTITUTO DE CIÊNCIAS SOCIAIS E POLÍTICAS, UNIVERSIDADE DE LISBOA 2013 – 2017

International Relations Bachelors degree

TECHNICAL SKILLS

- **Frontend:**
  - HTML, CSS,
  - Tailwind CSS
  - JavaScript,
  - Typescript,
  - React.js
  - Angular
- **Backend:**
  - Node.js
  - Express.js
  - MongoDB
  - REST APIs
  - Next.js
- **Cloud & DevOps:**
  - AWS (EC2, S3, Lambda)
  - Docker
  - Nginx
- **Tools & Workflow:**
  - Git, GitHub
  - Agile
  - Postman

- **Speaking Languages:**
  - Portuguese, English,Spanish, French

PROFESSIONAL JOURNEY & TRANSFERABLE SKILLS

CUSTOMER SERVICE TEAM MANAGER | SITEL GROUP / FOUNDEVER
FEBRUARY 2019 – 2024

- Led and coached a team of 15+ agents, optimizing workflows and improving performance.
- Implemented process automation, streamlining tasks and improving response efficiency.
- Developed a training program, accelerating onboarding and team readiness.
- Collaborated with cross-functional teams to enhance customer experience and resolve escalated cases.

CUSTOMER SERVICE REPRESENTATIVE | SITEL GROUP / FOUNDEVER
JUNE 2018 – FEBRUARY 2019

- Assisted customers with technical and billing inquiries, ensuring fast issue resolution.
- Created internal documentation, streamlining processes and reducing onboarding time.
- Identified and reported platform issues, contributing to service improvements.
- Maintained high customer satisfaction ratings by delivering clear and effective support.

FEATURED PROJECT

Filmsphere – A Full-Stack Movie App
A **MERN** stack web app (**MongoDB, Express, React, Node.js**) for browsing movies, managing profiles, and secure authentication. Provides a seamless, **responsive interface** and personalized user experience. An **Angular** version of the app is also available, showcasing versatility in frontend development.

Key Features
- **RESTful API** built with **Node.js** and Express for scalable data handling
- **React** frontend for a **dynamic, intuitive UI**
- **JWT authentication** for secure user access
- Deployed on **AWS** for enhanced scalability and performance

For more details, check out my full **portfolio**