Roberto Medeiros

Email:hello@roberweb.com | London - UK, HA0
Linkedin: www.linkedin.com/in/roberto-medeiros | web: www.roberweb.com
Github: https://github.com/rober-web

An accomplished First-Class Honours degree Bachelor of Science in Computing Technology with a solid academic foundation and a passion for technology. Equipped with skills in various technical tools and languages gained through the University of Roehampton in London, United Kingdom. Eager to apply the acquired knowledge to real-world projects, with a drive to continually expand the skill set. Excited to contribute to dynamic teams, translate academic knowledge into practical solutions, and impact the ever-evolving IT landscape. Seeking opportunities for professional growth and innovation, armed with problem-solving abilities and enthusiasm for emerging trends.

WORK EXPERIENCE

RMO Producoes
Freelance development and maintenance   **2020 – Present | London UK - Brazil**

Led end-to-end development of a website using WordPress CMS and Oxygen Builder. Customised specific elements with PHP, HTML, CSS, and Javascript. Designed a seamless, user-friendly interface aligned with company branding. Managed the project, incorporating SEO strategies, and performed regular maintenance to ensure high performance on diverse devices.

HICC
Volunteer   **May 2023**

- Helped on the first sessions to present conceptualisation on website remake.
- Worked with WordPress CMS and Elementor page builder.

FEAST CATERING
Self-Employed Delivery Driver - Kitchen Assistant   **2017 - 2019 | London, UK**

- Applied multiple skills such as logistics, cooking, organisation, and customer service.
- Helped to produce the best catering in the UK.
- Received products and organised stores.
- Offered the finest customer service.
- Used logistic skills to define appropriate routes to better attend to customers.

IRIUM NETWORKS SA / TELEFÓNICA
Technical Support   **2015 - 2016 | Barcelona, Spain**

- First point of contact for Unidad Editorial, Levantina, and Barclays, providing multilingual (Portuguese, Spanish, English) CRM support.
- Installed, configured, and troubleshot software; utilised remote access and CA Technologies remote tools.
- Managed and resolved issues through remote access, phone, and email, using Telefónica ticketing tools and suppliers' systems.
- Set up Outlook 2013, conducted password resets, and ensured 24/7 support coverage.

TECTUM BUSINESS SOLUTION / CA TECHNOLOGIES
Technical Support Engineer   **2012 - 2014 | Barcelona, Spain**

- Log Analysis, remote connections using Cisco Webex, Citrix, TeamViewer, and customer environment replication.
- Managed Active Directory user accounts and coordinated domain services.
- VMware environments setup, including ESX, VCenter, and Vsphere.
- Troubleshoot Windows Servers and operated volume shadow copies.
- Backup and restore for SQL DB, Exchange databases and mailboxes, and VMware setups.
- Administered Exchange functions, including user mailboxes, distribution groups, and recovery processes.

- Collaborated with key vendors (Microsoft, VMware, IBM), contributing to issue resolutions.
- Proficient in Arcserve Backup, Arcserve D2D, Arcserve RHA, and Central Applications.

FREELANCE
Graphic Design / Photography   **2007 – 2012 | Barcelona, Spain**

- Prepared, produced, and designed projects from concept to completion.
- Created marketing materials for distinct projects. Ensured consistency in clients' corporate and promotional brands.
- Presented finalised ideas and concepts to clients.
- Addressed client queries.
- Designed advertisements, brochures, handouts, and flyers.
- Processed various media, including photography, to create the final artwork.

EDUCATION

edX   **2023 - 2024 | London - UK**
Certificate in Front-End Web Development

University of Roehampton   **2019 - 2023 | London - UK**
Bachelor of Science in Computing Technologies - First Class Honours

East London Advanced Technology Training   **2018 – 2019 | London - UK**
- Level 2 Diploma in ICT Systems and Principles for IT Professionals
- Level 2 Certificate and Diploma for IT Users (ITQ), Web Design and Development | Frontend and Backend
- Level 1 Certificate for IT Users (ITQ), Web Design and Development | Frontend and Backend

Fundació Paco Puerto   **Barcelona, Spain**
- Publicació de pàgines web (90H)   01/02/2016 - 16/03/2016
- Disseny de Pàgines Web: HTML, PHP i MySQL (60H)   21/10/2014 - 23/12/2014

SKILLS

HTML, CSS, JavaScript, jQuery, React, PHP, Python, MySQL, Bootstrap, WordPress, WordPress Theme, Development, WordPress Builders (Zion and Oxygen), Github, APIs, JSON, AJAX, UI-UX, Linux Ubuntu, Kali, Virtualbox, Multilingual Technical Support, Affinity Photo, Affinity Design, Figma UI/UX, GitHub, FTP, Customer Service, Team Work and Collaboration, Technical Troubleshooting, Ticket System Management, Windows Server

HOBBIES / INTERESTS

Photography and **drawing** are my passions, as well as **programming** and **general IT** knowledge, which makes me strive to update my skills in technology. I also love **Family time** and **cooking** for them, essential to maintaining a balanced perspective. Besides, I enjoy **meeting friends** occasionally to share our experiences and views of the world. Further, I appreciate **reading** a wide range of material, mainly focusing on technical, psychological, and Christian literature, broadening my understanding. Additionally, I prioritise fitness through regular **walking**, **running** and some **gym sessions**.

LANGUAGES

- Brazilian Portuguese (Native)
- Spanish (Fluent)
- English (Fluent)