Romulo Albuquerque

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Software Development student at Code Institute – Dublin. I enjoy taking up challenges, developing skills and learning how to overcome these challenges. I am a team player with management skills, delegate and follow as needed. Developing my openess and observation skills I became highly adaptable and creative.

RECENT ACHIEVEMENTS

**24/04/19** Submitted 1st Milestone Project from Software Development Course.

**19/04/19** 3rd Place on Easter Hackathon – Code Institute.

**15/04/19** Finishing my cycle as a trainee manager, I was tansferred to Dunnes Stores – Ashleaf.

**01/04/19** Concluded manager training period 3 months earlier at Dunnes Stores.

**07/01/19** Started Software Development Course at Code Institute.

**25/06/18** Started Introduction to Python Course.

**18/06/18** Started working at Dunnes Stores – Tallaght.

**18/09/17** Completed 5 Day Coding Challenge from Code Institute.

WORK EXPERIENCE

Department Manager – June 2018 – Present.

Dunnes Stores - www.dunnesstores.com

Dublin

* Leading, listening and incentivating staff to further skills development and developing a trusting relationship.
* Delivering exceptional customer service while also dealing with difficult customers, defusing stressful situations and protecting staff from abusive customers.
* Recruiting, training, planning rota (according to budget) and following up on staff performance.
* Taking responsibility for the store when acting store manager.
* Dealing with board of directors guiding them through the store, figures and store performance.
* Closing Cash Office at the end of the day.
* Analysing KPIs, budgets and figures from past years to plan future orders.
* From June to January (Managing Menswear) we generated 6.4% over the target .
* From January to the present (managing Childrenswear Department), we are beating the taget by almost 7% with a growth of 14.7% against last year.
* Implemented a price sign layout in Childrenswear – Dunnes Stores Tallaght that exposed our best value, as outcome we observed an average growth of 4.3% above trend for the selected lines. The same template was later implemented across the other departments in the store.

Department Expert – August 2016 – July 2017

Smyths Toys Superstores - www.smythstoys.com

Dublin – Jervis Street

* Followed up on KPIs and took action accordingly.
* Delegated department duties daily as well as tasks for week and month. It allowed advanced preparation if needed.
* Contacted suppliers and customers regarding complaints, spare parts and general queries.
* Worked with store and regional managers to improve standards and/or create solutions to improve sales figures, merchandising innovation and find opportunities we could be missing out.
* Customer Service - Dealt with difficult customers and defused stressful situations.
* Trained staff on new products, upskilling, sharing targets and other important information to keep the team up to speed.
* Reduced costs of customers returns and repairs.

Sales Assistant – March 2016 – August 2016

Smyths Toys Superstores - www.smythstoys.com

Dublin – Jervis Street

* Developed further my skills regarding attention to detail and standards.
* Worked as part of a team to deliver consistently high standards in a timely manner.
* Upskilled through courses in bike mechanics and forklift operation.
* Joined the Health and Safety Committee.

Night Packer – November 2015 – January 2016

Smyths Toys Superstores - www.smythstoys.com

Dublin – Jervis Street

* Followed store standards and protocols.
* Worked under constant time pressure to get the products on the shelves before the store opened.
* Created a process under Henry Ford’s assembly line model and improved team’s efficiency saving time and increasing volume of stock processed.

Bilingual Receptionist Trainer – March 2013 to November 2013

Cirque du Soleil/T4F - www.cirquedusoleil.com

Varekai Brazilian Tour

* Trained new receptionists at every city. Over 360 staff trained.
* Coordinated with other 2 supervisors a team of 28+ ushers and assured the highest standards of customer service were consistently delivered.
* Delivered 2 or 3 shows a day, 5 days a week with precision of events literally timed to the second.
* Worked on assemble and disassemble as part of a large and synchronized team and learned all the skills I could from unclipping chairs to operating forklift and loading the trucks.

**EDUCATION**

Diploma, Software Development – January 2019 – March 2020.

Code Institute - Dublin

* Currently on the 3rd of 7 modules. The course covers HTML, CSS, JavaScript, Python (Django and Flask), Data Management, GitHub, Agile Development.
* Equivalent to Level 5 on the European Qualifications Framework and Level 8 on the Scottish Credit and Qualifications Framework. Equivalent to 12 college credits in the US.
* During the course, there are 5 milestone projects where students are assessed by an external team of consultants.

Introduction to Python– June 2018.

Alison Courses

* Online course covering the basics of Python.
* This course covered Variables, Simple Data Types, Lists, If Statements and Loops (for and while).
* After this course I began studying Python on my own trhough books (Python Crash Course, Python Playground and Automate the Boring Stuff With Python).

Product Design and Innovation – Februaruy 2018.

Alison Courses

* Online course covering key concepts of product design and how to be innovative.
* This course covered the following topics: Introduction to Design, Problems and Solutions, What is good Design?, Design as Model-Making, Design and Needs, Design, Creativity, Invention and Innovation.

EMPRETEC – 2012.

United Nations / SEBRAE

* Extremely intense course developed by United Nations to promote leadership and innvation in developing countries.
* The course overlaps lessons in different layers creating an integraded and high pressured experience.
* Students must create a company at day one and present its results during the last week of course while dealing with all the other tasks involving the development of solutions, team work, leadership, strategic thinking and more.
* The project my team developed took the first place with home/commercial-sized wind turbines using CVT technology and hydraulics to increase the efficiency of the system.
* The score for this project was 95/100:
  + 30% based on our success in selling the idea as a real product about to start being produced to real companies and households
  + 70% based on score from board of investors invited by the directors of the course.

Post-Graduation – Environmental Control and Management – 2011.

UPE – Pernambuco State University

* 1 year course, equivalent to Level 9 on the European Qualifications Framework.
* The course subjects include: Ecology, Biology, Innovative thinking exercises, study of environmental impacts, ISO-14001 standards, studies of relationship between populations and environment, visit to industries and reporting on possible improvements and opportunities for innovation.
* Final grade 7.8/10.

Degree – Fishing Engineering – 2005-2010.

UFRPE –Federal Rural University of Pernambuco State

* 5 years course, equivalent to Level 8 on the European Qualifications Framework, Bachelors Degree in Science.
* The course subjects include: Advanced Calculus, Physics, Mechanics, Chemistry, Biology, Genetics, Statistics, Economy, Population Studies, Geology and Sociology;
* While studying I engaged researches in different laboratories such as Chemistry (Water analysis), Marine Biology (with focus on sharks), Fish Farming (Biology, Genetics and Engineering), Fishing Technology and Enviromental Management (Studies with Hydroelectric damn impacts).
* Final grade 8.2/10.

**VOLUNTEERING**

Dog Rescue, Rehabilitation and Rehoming – 2005 - 2014.

Adote um Vira Lata – Recife - Brazil

* We rescued dogs from terrible conditions of abandonment and/or abuse and gave them a safe place, helped with their recovery and rehoming.
* I adopted one of the dogs myself and I trained her to run agility, to “die”, to fetch, to give high fives and more.

Dog Rescue, Rehabilitation and Rehoming – 2014 - Present.

Dogs Trust/DSPCA - Dublin

* At Dogs Trust I helped resocializing and rehoming dogs and basic training with the bigger breeds. I got to spend some time every day with a few of them so they would still have a good amount of human contact.
* In DSPCA I’m going through the process to become a foster for sick, vulnerable and injured dogs.

**PERSONAL INTERESTS**

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| Learning | Coding | Developing Solutions |
| Innovation | Experiencing the new | Arduino |
| HTML | CSS | Bootstrap |
| JavaScript | Software Development | Upskilling |
| Race driving | Cycling | Climbing |
| Volunteering | Dogs | Music |
| Guitar | Singing | Electronics |
| Technology | Personal development | American Football |
| The Universe | Listening to podcasts | Cooking |
| Gardening |  |  |

**REFERENCES**

References are available on request.