Rui Pinto

Developer / Experienced in
Technical Support / Photographer

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Summary

I am a self-taught developer and an experienced professional in technical support. Driven professionally with a broad technical skill set acquired while developing various projects which some of them hosted on Github. Strongly committed to all projects from beginning until the end. Passionate about technology. Excellent communicator, experienced in client interactions. Thrive in environments that embrace innovation. Responsible for my own personal development, continually evaluating and upgrading my skills so that I can stay at the cutting edge of desktop and web development. Simple, friendly and easy to get along with. Also a very fast learner. I also have good knowledge of relational databases. I'm available to start immediately and looking forward to work remotely.

- Software Developer
- C# / .Net

- Web Developer (basic)
- HTML/CSS (basic)

- Technical Support
- Photographer

Key Qualifications

- More than 10 years of experience developing software
- Self-taught developer in C# / .Net
- Self-taught developer in HTML/CSS (basic)
- More than 30 years of experience in tech support (software B2C, B2B)
- Fast learner and always wishful to learn more
- 3 language spoken (Portuguese (native), English (C1), Spanish (B2))
- Freelance photographer

Software Experience

- **Web Api** (Jan 2023 – ongoing)
  Personal Project (under development)
  Security Web API to protect connections between databases and websites.
  Technologies: C#, ASP .Net 6 MVC, MySQL

- **Web Postcards Catalog** (Nov 2022 – Nov 2022)
  Personal Project
  Web application to display all the postcards in a searchable and easy way. Has 2 options, one with images, and the other only a list with no pictures.
  Technologies: C#, .Net 6 MVC, Razor, MySQL, HTML, CSS, Bootstrap,

- **Postcards Catalog Editor** (May 2021 – Jun 2021)
  Personal Project
  New project to add/update/delete postcards from a database. Possibility of exporting data to excel and to a blog webpage (under development). Multi-language version. Source code available in github.
  Technologies: C#, .Net Entity Framework, MySQL, EPPlus, Windows Forms, Github

- **Postcards Editor** (Apr 2021 – Apr 2021)
  Personal Project
  New version, totally redesigned windows app to manage online database of postcards (add, edit, delete items from the database). Source code available in github.
  Technologies: C#, .Net Entity Framework, MySQL, Windows Forms, Github

- **Chess Legal Moves Helper** (Feb 2021 – Feb 2021)
  Personal Project
  Windows application that shows every legal moves we can do using each chess piece. All Code published in github as open source code.
  Technologies: C#, .Net Entity Framework

- **Temperature Converter** (Feb 2021 – Feb 2021)
  Personal Project
  Windows application to convert temperatures from Celsius to Fahrenheit and reverse. All Code published in github as open source code.
  Technologies: C#, .Net Entity Framework, Windows Forms

- **Mobile Postcards Listing Viewer** (2020 – 2020)
  Personal Project
  Android app to search and view info about postcards. Shows a listing sorted by fields.
  Technologies: C#, .Net Entity Framework, Xamarin

- **Postcards Editor** (Feb 2020 – Feb 2020)
  Personal Project
  Windows app to manage online database of postcards (add, edit, delete items from the database)
  Technologies: C#, .Net Entity Framework, MySQL, Windows Forms

- **Database Utility** (Sep 2017 – Oct 2017)
  Digitinfante Lda
  Windows app to check databases inconsistencies (missing links, corrupted data, missing tables), backup/restore tool, table viewer (customers, suppliers, items, storages) - only for use by Digitinfante technicians and for Sage Portugal Software databases
  Technologies: C#, .Net Entity Framework, MS-Access, SQL Server, Linq, Windows Forms

- **Invoices** (2006 – 2006)
  Own Project as Freelancer
  Software developed to create invoices and manage payments from customers.
  Technologies: Clipper

- **Assets Management** (2002 – 2002)
  Own Project as Freelancer
  Software developed to create and manage assets, calculate its devaluation and generating listings, reports and other documents to IRS.
  Technologies: Clipper

- **Accounting Software** (1999 – 1999)
  Own Project as Freelancer
  Software developed to manage invoices, purchases and expenses. Built reports, and listings available to the accountant.
  Withdrawn in 2015.
  Technologies: Clipper

- **Car Sales Management** (1997 – 1997)
  Copibelo Lda
  Software developed to manage expenses with the cars since they were bought and sold and issued a legal document for the new owner to be able to drive the car just bought. Generated reports and listings.
  Technologies: Basic

Additional Professional Experience

- **CRM Support assistant / QA Specialist** (Fev 2023 –)
  - *Casa Safari Lda (Casafari)*
  - Independent problem solver as a customer support agent. I help customers while they are using the Casafari CRM software, solving issues related to the CRM software and the CRM Mobile App. QA: Testing new features before launch time and build reports of those tests to the

development team. Responsible for all testing regarding issues reported by customers. Help the rest of the team every time they need.

- **CRM Support assistant** (Jul 2021 – Oct 2022)
  Casa Safari Lda (Casafari)
  Independent problem solver as a customer support agent. Helped customers while they were using the Casafari CRM software, solving issues related to website configuration, CRM configuration, solving configuration related issues with portals and ad publishing, checking website related issues and reporting those to the development team. Adding/removing email accounts into some customers. Created some articles to help customers, related to translations and to some integrations between the CRM and other software. Tested new features at launch time and built reports of those tests to the development team. Helped the rest of the team every time they needed.

- **Sage Senior Technician** (Feb 2010 – Feb 2018)
  Digitinfante Lda
  Provided customer support to customers that were using Sage Software (training, consulting, installation and problem solver) remotely.
  Also used my developer skills to extract database information from older databases (invoice software from other companies) to Sage Software databases.
  Experience using TeamViewer and Ammyy.

- **Customer Support Specialist** (Nov 1991 – Jan 2010)
  Copibelo Lda
  Provided customer support to customers that were using Sage Software (training, consulting, installation and problem solver) remotely.
  Provided customer support to customers that were using other software from other companies (training, consulting, installation and problem solver).
  Experience using TeamViewer and Ammyy.

Additional Education

- **Web Development with C#** (Nov 2022)
  Obtained from Teachable / Shad Sluiter (professor at Grand Canyon University)

- Data Visualization (Aug 2019 – Sep 2019)
- Front-End Libraries (Jul 2019 – Jul 2019)
- Javascript Algorithms and Data Structures (Jul 2019 – Jul 2019)
- Responsive Web Design (Jun 2019 – Jun 2019)
  All obtained from Freecodecamp.org

Hobbies

- Photography
- Postcards and sugar packets Collector