Fabio Alexandre Steyer

EU Citizen | Balbriggan - Ireland | fabioast47@hotmail.com | +353 87 066 4839 | LinkedIn | Github

SUMMARY

A proactive and driven professional pursuing a career change in software/web development. Recent graduated a Higher Diploma in Computer Science (Software Development) at NCI. With 8 years of experience in content review, quality assurance, and technical support at Google Maps project outsourced by Cognizant, I possess a robust understanding of business logic in complex systems and proficiency in key technologies such as Java, NodeJs and MySQL. I have demonstrated initiative in web development by creating websites with Node.js, Express, MySQL, HTML, JavaScript, and CSS. Actively seeking entry-level opportunities in web/software development or technical support to leverage my technical skills and commitment to growth in the industry. Native Portuguese speaker, fluent in English, intermediate Spanish.

EDUCATION

- **Higher Diploma in Science in Computing NFQ (Level 8)** | NCI National College of Ireland - Dublin | 2022 - 2024
- **Diploma in Web Design/Authoring (FETAC Level 6)** | IBAT College - Dublin | 2014

Further Education & Certificates
- Java Basic (40 Hours) | Curso em Video Platform, Online | Issued Jan 2024
- Java first steps: Programming Logic and Algorithms | Udemy, Online | Issued Jan 2024
- Executive Briefing-AI+ChatGPT | Udemy, Online | Issued Oct 2023
- AWS Certified Cloud Practitioner (CLF-C01) Cert Prep: Modules: 1-Cloud Concepts, 2- Security, 3-Core Services, 4-Billing and Pricing | LinkedIn Learning, Online | Issued July 2023
- Certificate to Prepare for the AWS Certified Cloud Practitioner CLFC01 Certification Exam | 2023.
- Better Business Writing Skills | Udemy | 2021
- Excel Series: The Complete Excel Series - Level; 1, 2 & 3 | Udemy | 2021
- Master Microsoft Excel Macros and Excel VBA | Udemy | 2021

COMPUTER SKILLS

- **Proficient knowledge of Microsoft Office and Products**: Word, Excel, PowerPoint, Outlook, Teams, MSOffice.
- **Proficient knowledge of Google Products**: Google Maps, Gmail, Chrome, Google Spreadsheets, Google Slides, Google Docs, Google Meeting.
- **Programming Lnguages:** Java, JavaScript, NodeJS, HTML, CSS.
- **Operational Systems**: Windows, Ubuntu, Android, IOS.
- **Tools & Platforms:** IntelliJ, Visual Studio, NetBeans, Docker, Postman, GitHub, CISCO Packet Tracer, ChatGPT.
- **Databases:** Oracle VM, MySQL Workbench, VMware.
- **Excel Essentials**: The Complete Excel Series - Level 1, 2 & 3, Master Microsoft Excel Macros and Excel VBA.
- **Computer Architecture Operating Systems and Networks**: Architectures of Operating System sand Techniques - Inter-Computer Communications (Networking) - TCP/IP Protocol Suite & Guided Medias - Virtualization and Cloud (AWS) Computing - Linux Fundamentals – Containerization -Principles of IT Security.
- **Introduction to Databases**: SQL Introduction - Select Statements - Insert - Update & Delete - Relational Model - Conceptual Data Modelling - Logical & Physical Data Modelling - Normalisation Intro - Non-Relational Databases - Data Warehousing - Security Considerations.
- **Introduction to Software Development (JAVA)**: Data Types, Operators, Errors, and Output - Instantiable Classes - Conditional Statements - Nested Conditionals - Repetition & Loops - Arrays - Nested Loops & 2D Arrays - Characters & Strings.
- **Web Design and Client-Side Scripting**: Introduction to HTML, CSS and JavaScript 1,2,3 - Wireframing - HTML Forms and tables - Responsive Web Design - Deployment/Optimisation - jQuery.
- **Object Oriented Software Engineering:** Use Case Modelling - UML Diagrams - Post Case Study - System Sequence Diagrams, Contracts and Communication Diagram - Risk Management and Methodologies - Agile Methodologies SCRUM - Java Code Generation - Software Testing - TDD.
- **Algorithms and Advanced Programming:** Big O Analysis - Bubble Sort - Selection Sort - Insertion Sort - Merge Sort -Quick Sort - File Handling - Input Validation & Exception Handling.
- **Data Structures: List & Array List - Singly & Doubly Linked List - Stack & Queue – Recursion – Trees - Searching – Sorting.**

Web & Java Developer | Studying since Sep 2022, recent graduated a Higher Diploma in Science in Computing at NCI

- Enhanced proficiency in various programming languages, contributing to the creation of new software applications. Expanded and updated existing programmes, conducting rigorous testing to identify and rectify errors or bugs. Designed and wrote coding flowcharts and models, utilising code libraries for efficient development.
- Executed comprehensive literature reviews, collecting, and analysing data to inform project direction and outcomes.
- Acquired practical experience with multiple programming languages, database management systems, and software development life cycle (SDLC) methodologies.
- Gained academic knowledge in maintaining and improving existing software applications, ensuring their continued efficacy and relevance.
- Developed the ability to plan and prioritise development priorities in close collaboration with development teams, enhancing project efficiency and delivery.
- Attained a comprehensive understanding of system business logic and related technologies, including Machine Learning Concepts (MLC), Java, XML, Oracle, Sybase, and Ant.
- Successfully developed two websites, applying expertise in HTML, JavaScript, and CSS, and incorporating responsive web design principles.
- Acquired academic knowledge in developing web applications using Flutter and Angular, demonstrating a proficiency in modern web development frameworks.
- Developed a solid understanding of user interface (UI) and user experience (UX) design principles, ensuring the creation of intuitive and user-friendly interfaces.
- Studied techniques for adapting and improving processes and releases through pipeline efficiency and automation.

Successful Academic Projects

- **Project: Implementation of Virtualisation and Virtual Machines (Ubuntu). Programming & Duration: Oracle VM Virtual Box,** 12 weeks (2022/2023). Successfully implemented virtualisation and virtual machines, enhancing operational efficiency, and reducing hardware costs for a company's workforce. Attained a remarkable grade of 67%. Educated the workforce on virtualisation, guiding the creation of virtual machines in a Linux environment. Selected Ubuntu Linux and VMware for the virtualisation platform, demonstrating proficiency in these technologies and dedication to improving organisational processes through technology adoption.
- *Project: Username Generator (Java 17). Programming & Duration: Visual Studio, 12 week*s (2022/2023). Developed a Java application to automate the generation of employee usernames, achieving an impressive grade of 82%. The application processed user-provided full names according to specific rules, showcasing proficiency in Java programming and problem-solving skills.
- *Project: Hospital Management System Databases (MySQL). Programming & Duration: MySQL Workbench*, 12 weeks (2022/2023). Designed and implemented a Hospital Management System database, achieving a notable grade of 82%. Transformed a conceptual ER diagram into a relational model, ensuring proper normalisation up to the 3rd normal form. The logical tables were converted into a physical database design using DDL, with meticulous selection of data types and establishment of keys, documenting design decisions for data accuracy and system efficiency.
- *Project: Development and Deployment of Website. Programming & Duration:* Visual Studio, 12 weeks (2023/2024). Collaboratively designed and implemented the website 'steykov.com' with a focus on responsive design and user engagement. Responsibilities included design and implementation of logo, footer, and essential navigation tabs. Employed wireframes and mood boards for design, integrated external CSS for style consistency, and utilised JavaScript, Bootstrap, and jQuery for enhanced functionality and user engagement. Implemented a robust form with entry validation, demonstrating proficiency in web development, design, and collaboration.
- *Project: OOSE, Pharmacy App Creation (Java 17). Programming & Duration: NetBeans, 12 weeks (2023/2024).* Led planning, design, and testing phases for the development of a Pharmacy App. Applied Object-Oriented concepts using Java 17 and NetBeans, incorporating UML diagrams, Scrum and Agile methodologies, and communication diagrams for effective system architecture and interaction within the app. Showcased technical proficiency in Java and software development, emphasising the application of Object-Oriented principles and methodologies for a successful software engineering project.
- *Final Academic Project: Supermarket Price Compare Web Application (NodeJs, MySQL, Express, HTML, CSS, JavaScript). Programming & Duration*: Visual Studio, 12 weeks (2024). Developed a dynamic web application that allows users to compare supermarket product prices across different stores. Utilized Node.js and Express for backend development, MySQL for database management, and HTML, CSS, and JavaScript for the frontend, ensuring a responsive and user-friendly interface. The project involved designing the database schema, implementing server-

side logic, and integrating frontend functionalities to provide real-time price comparisons. Successfully completed within the allotted time frame, demonstrating proficiency in full-stack web development.

Cognizant, Ireland
Cognizant is a multinational technology company that provides a wide range of IT services, consulting, and business process outsourcing solutions to clients around the world.

➢ **Backup Technical Support Representative for Tools | Google Maps (Cognizant) Dublin - Ireland | Nov 2023 – Present**
● Currently engaged in debugging and troubleshooting to address technical issues efficiently.
● Onsite Technical Issue Management: Handling onsite technical issues, both software and hardware, to ensure consistent work efficiency.
● Facilitating the weekly release of an internal Points of Interest (POI) editing tool for Google Maps.
● Coordinating weekly test plans, ensuring they are completed in line with release testing requirements.
● Bottleneck Elimination and Interdependency Management: Actively eliminating bottlenecks and managing interdependencies across teams.
● Directly collaborating with engineers and program managers to triage all weekly bugs, confirm that fixes are tested, and ensure adherence to Google's requirements.
● Release Update Documentation and Communication: Documenting, communicating, and following up on all release updates with relevant stakeholders.
● Developing new feature test plans and allocating appropriate local QA resources to ensure new features are fully functional before launch.

➢ **Quality Control Specialist | Google Maps (Cognizant) Dublin - Ireland | Jan 2016 – Present**
● Recognised as 'Best Quality Controller' on five occasions, reflecting outstanding quality and productivity within the team. Employed logical thinking and independent decision-making skills to ensure the integrity of data.
● Implemented advanced Quality Control procedures to improve data accuracy, involving outbound calls to business owners for verifying information on Google Maps, achieving an average of 95 calls daily.
● Analysed data from multiple sources to select the most accurate information, significantly enhancing the customer experience on Google Maps.
● High Accuracy Rate Maintenance: Consistently upheld a daily accuracy rate of 98%, surpassing company benchmarks and maintaining high-quality standards on Google Maps.
● Effectively mediated and resolved complex disputes between operators and quality controllers by enforcing Google Maps policies and workflows, ensuring compliance, and preserving data quality.
● Trained and mentored five new team members, closely monitoring their development, and providing constructive feedback to improve overall team performance.

➢ **Senior Process Executive | Google Maps (Cognizant) Dublin - Ireland | Mar 2015 – Dez 2015**
● Evaluated data accuracy by analysing information from multiple sources.
● Conducted detailed reviews of data patterns to enhance accuracy and initiated corrective actions.
● Proactively identified and addressed data inconsistencies, ensuring data integrity.
● Maintained effective communication with colleagues and clients through email, chat, phone, and face-to-face meetings. Collaborated within a large project team, contributing to collective objectives.
● Engaged with business representatives through outbound calls to gather and confirm information.
● Represented the company professionally in all customer interactions.
● *Achievements:* Contributed to side projects by analysing metrics and suggesting improvements for operational workflows. Played an active role in special projects, adding value through participation and expertise.
● Oversaw quality control in special projects, ensuring operators adhered to high standards in data analysis.
● Provided specialised support in Portuguese for the Triage department's investigations.
● Mentored operators, enhancing their understanding of tools and internal policies through observation and analysis.

Operations Coordinator | Coinspan Limited, Ireland | May 2009 – Jan 2015
Office Support Assistant | English in Dublin School, Ireland | Aug 2006 – Sept 2008

References Upon Request