TAUANY SILVA SANTOS

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GitHub | Portfolio | LinkedIn

SUMMARY

Full-Stack Developer with a strong foundation in front-end technologies and 10+ years of experience across development, support, and QA roles. Proficient in JavaScript, React, Vue.js, and Java, with hands-on experience building scalable user interfaces and backend systems. Comfortable working in Agile environments and collaborating with cross-functional teams to deliver reliable, maintainable code. Known for combining technical versatility with a deep understanding of user needs and system behavior to build high-performing applications.

SKILLS

- Programming Languages: **JavaScript, Vue.js, React, TypeScript, Java, HTML, CSS**

- Databases: **SQL, Microsoft SQL Server**

- CI/CD & Tools: **Git, Jenkins, Kibana**

- Customer Support: **Developer-facing support, triage, root cause analysis, escalation management**

- Other: **REST API, Postman, Agile, Debugging, Customer Support**

EXPERIENCE

06/2025 to Current **Tech Lead, Administrator Support**
D2L - Remote
● Senior customer-facing analyst for the most technically complex support cases.
● Mentoring and upskilling peers across the team.
● Driving improvements in support processes to enhance team efficiency and performance.
● Leading automation and efficiency initiatives to streamline workflows.
● Organizing and leading technical training sessions and collaborative troubleshooting meetings, fostering continuous learning and cross-team knowledge sharing.

09/2024 to 05/2025 **Senior Technical Support Analyst**
05/2023 to 08/2024 **Technical Support Analyst**
D2L - Remote
● Investigated and resolved complex product issues by analyzing logs, querying databases, and replicating issues in diverse environments.
● Collaborated with cross-functional teams to identify patterns and implement preventive measures.
● Delivered consistent technical solutions, maintaining a high level of customer satisfaction.

09/2022 to 05/2023   **Product Support Specialist**
07/2020 to 08/2022   **Product Support Analyst**
D2L - Remote

● Resolved technical issues through code analysis and database queries.
● Worked with tools like Kibana and SQL Server to troubleshoot, research, and recommend solutions.
● Supported team members and liaised with multiple departments to address escalations effectively.
● Maintained a 100% adherence to quality and efficiency KPIs for over a year.

10/2018 to 11/2019   **Full Stack Developer**
Digicade Tecnologia - Belo Horizonte, Minas Gerais

● Developed geographic information systems for fiber optic network management using Java and JavaScript.
● Worked with SQL, HTML, CSS, and Git in an Agile/SCRUM environment.
● Contributed to both front-end and back-end development, enhancing system performance and user experience.

05/2014 to 10/2018   **Intern and Developer Analyst**
Axxiom - Belo Horizonte, Minas Gerais

● Contributed to developing a SCADA system for a major energy company.
● Created system documentation and performed thorough testing to ensure reliability.
● Collaborated with stakeholders to identify and implement customer requirements.

EDUCATION

Completed - 2024   **Front-End Development Course - McMaster University**
Covered tools and technologies including Vue.js ,HTML5, CSS3 and JavaScript.

Completed - 2023   **The Complete 2023 Web Development Bootcamp** - **Udemy.com**
The course covers tools and technologies such as HTML, CSS, JavaScript, Node, React, MongoDB and DApps.

09/2012 - 08/2017   **Bachelor Degree**: Information Systems
Federal University of Minas Gerais - Brazil