

TAUANY SILVA SANTOS

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[GitHub](#) | [Portfolio](#) | [LinkedIn](#)

SUMMARY

Passionate developer with a strong foundation in web development and technical support. Skilled in building scalable and user-friendly software solutions using JavaScript, React, and SQL. A quick learner who thrives in autonomous, asynchronous work environments, with a proven ability to communicate effectively and collaborate with diverse teams. Committed to continuously improving and delivering high-quality, scalable solutions.

SKILLS

- Programming Languages: **JavaScript, HTML5, CSS3, Java**
- Frameworks: **React, Spring, Hibernate, jQuery**
- Database: **SQL**
- Tools: **Git, Jenkins**
- **Additional Skills:** Multitasking and Prioritization, Attention to Detail, Teamwork and Collaboration. Good communication skills including reading and writing skills.

EDUCATION

- | | |
|-------------------|---|
| Completed - 2024 | Front-End Development Course - <u>McMaster University</u>
Covered tools and technologies including Vue.js, HTML5, CSS3 and JavaScript. |
| Completed - 2023 | The Complete 2023 Web Development Bootcamp - <u>Udemy.com</u>
The course covers tools and technologies such as HTML, CSS, JavaScript, Node, React, MongoDB and DApps. |
| 09/2012 - 08/2017 | Bachelor Degree: Information Systems
<u>Federal University of Minas Gerais</u> - Brazil |

EXPERIENCE

- | | |
|--------------------|--|
| 09/2024 to Current | Senior Technical Support Analyst |
| 05/2023 to 08/2024 | Technical Support Analyst
D2L - Remote <ul style="list-style-type: none">• Investigate and resolve complex product issues by analyzing logs, querying databases, and replicating issues in diverse environments.• Collaborate with cross-functional teams to identify patterns and implement preventive measures.• Deliver consistent technical solutions, maintaining a high level of customer satisfaction.• Collaborate with internal teams to work on real-time issues.• Consistently maintained a case quality score above 90% through detailed resolution processes and clear documentation, supporting team performance goals. |

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 REST APIs and web applications using Java, JavaScript, and SQL, enhancing application reliability through code optimization and debugging. Collaborated in an Agile environment, contributing to efficient releases. Resolved more than 90% of code smells and other issues in Sonarqube.

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.

WEBSITES

- <https://github.com/tauany15>
- <https://tauany15.github.io/portfolio-website/>
- <https://www.linkedin.com/in/tauany-silva-santos-43a335144/>