Thaynnara Barbosa

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Previous role	Applications Technician at AMS Workplace Technology
Experience	B2C, B2B, SaaS, Web Design, Retail, eCommerce, Customer service, Electric Vehicles
Technologies	Adobe Creative Suite, CSS, HTML, JavaScript, Figma, MySQL, ASP.NET, JIRA, Excel

I want to work for a company that...
Prides itself on diversity of people and thinking.

Work experience

Applications Technician, AMS Workplace Technology 🏢   May 2022 – May 2023 (1y)

B2C · B2B · SaaS · Web Design

`Adobe Creative Suite` `CSS` `HTML` `JavaScript` `Figma` `MySQL` `ASP.NET` `JIRA`

- Understand client requirements and how they translate in application features
- Collaborate with a team of IT professionals to set specifications for new applications
- Design UI prototypes according to specifications
- Write high quality source code to program complete applications within deadlines
- Perform unit and integration testing before launch
- Conduct functional and non-functional testing
- Troubleshoot and debug applications
- Evaluate existing applications to reprogram, update and add new features
- Develop technical documents and handbooks to accurately represent application design

Temp. Operations Manager, Lindbergh 🏢   Mar 2021 – Jan 2022 (10m)

Retail

`Excel`

- Recruit, select, train, assign, schedule, coach, counsel and discipline employees
- Communicate job expectations; planning, monitoring, appraising and reviewing job contributions
- Plan and review compensation actions; enforcing policies and procedures
- Contribute operations information and recommendations to strategic plans and reviews; prepare and complete action plans; implement production, productivity, quality and customer-service standards; resolve problems; complete audits
- Accomplish operations and organization mission by completing related results as needed
- Meet or exceed operations labor budget expectations
- Manage staff levels, wages, hours, contract labor to revenues
- Meet or exceed KPIs

Copywriter, The RealReal 🏢   May 2019 – Jan 2020 (8m)

Retail · eCommerce

Adobe Creative Suite   CSS   HTML

- Inspect and price merchandise based on retail value, condition, and style

- Process units to reach individual production goals

- Conduct necessary research on high value and key merchandise

- Uphold and maintain company brand standards

- Assist in the authentication process by locating brand identifiers

Seasonal Client Advisor, Louis Vuitton 🏢   Oct 2018 – Feb 2019 (4m)

Retail · Customer service

- Assisted in daily product display using company guidelines

- Assisted clients with in store purchases

- Provided exceptional client experience

- Checked items received against shipping invoice to ensure the shipment is accurate

- Meet and exceed sales goal

- Placed special orders for clients when necessary

- Replenished stock on the sales floor as needed

- Organize the store during closing shifts

Temp. Sales Receptionist, Mercedes–Benz 🏢   May 2018 – Jul 2018 (2m)

Customer service · Electric Vehicles

- Adapted to interacting and assisting a variety of global clients

- Established reputation as a valued hard worker, and team player

- Coordinate Floor Set changes enhancing visual appeal generating substantial sales

Client Advisor, Club Monaco 🏢   Feb 2017 – Mar 2018 (1y 1m)

Retail · Customer service

- Assisted Sales Managers with key projects such as product availability reports, replenishment and pictorial representations

- Meet customer sales and goals on a consistent high pressure basis where efficiency is mandatory for any task

- Served as a stylist and consultant assisting in client's wardrobe development

- Inventory Management overseeing, controlling orders, storage and using components to sell products.

Education

Bergen County College   Jan 2016 – Jan 2018 (2y)

Associate's Degree – General Science

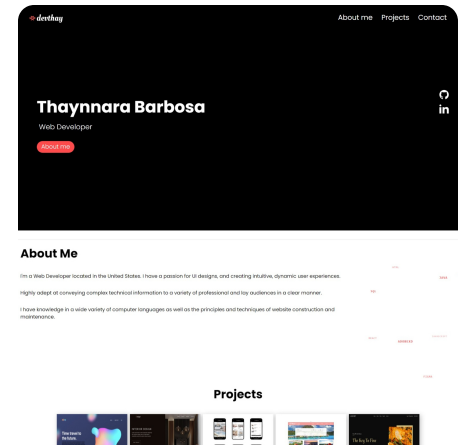**Technology High School**   Sep 2012 – Jun 2016 (3y 9m)

High School Diploma

Snippets

Personal portfolio 🔗 **thayferrei.github.io**
I built a personal portfolio containing side projects I have built using Figma, Adobe XD, HTML, CSS, Javascript, and React.
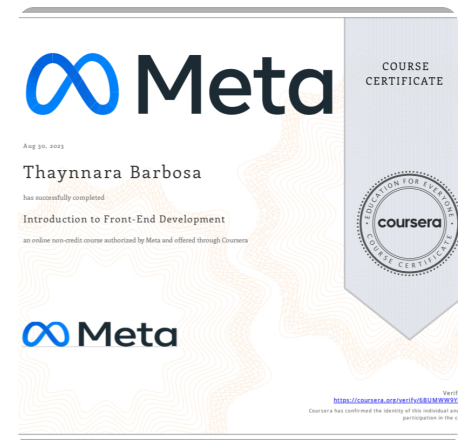
Google UX Design Professional Certificate
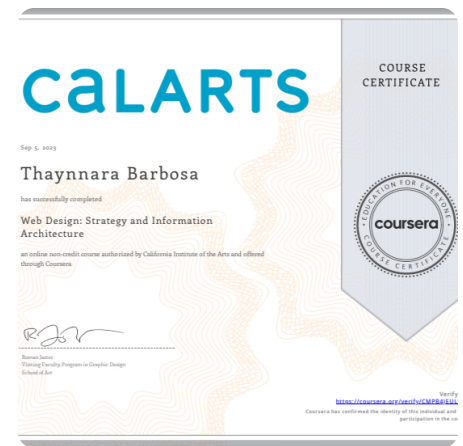I successfully completed the Google UX Design Professional Certification.

Meta Front–End Developer Professional Certificate
I successfully completed the Meta Front–End Developer Professional Certification.

Created with **otta**

California Institute of the Arts Web Design: Strategy and Information Architecture Professional Certification
I successfully completed the CALARTS Web Design: Strategy and Information Architecture Professional Certification.

More about me

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Languages spoken

Spanish, Portuguese

Interests

I enjoy watching movies, working out, traveling when possible, and hanging out with friends and family.