

TIAGO DIAS

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EXPERIENCE

Consultware IT Consulting | 6 Months Internship.

2019

Full stack Developer

- Architected a time clock system with the IT team, slashing data retrieval times by 30% via SQL queries.
- Engineered CRUD operations for real-time tracking of 5,000+ monthly employee hours and shifts.
- Achieved 100% reporting accuracy by enforcing precise business logic and data validation in C#.
- Spearheaded cross-functional database optimizations using C#, guiding junior developers in strategic query refinements that reduced response times by 40% while aligning with team-driven goals.
- Teamed with the QA department to integrate C# and SQL time clock logic, eliminating discrepancies through collaborative testing and feedback loops.

OGMA Aeronautical Industry of Portugal | 4 Months Internship.

2017

IT Help Desk Technician

- Collaborated with Capgemini IT professionals to resolve an average of 15 IT tickets daily.
- Led an IT initiative to deploy 100+ Windows OS installations and PC formatting upgrades, analyzing user needs to streamline workflows and mentor other junior technicians in best practices.
- Diagnosed and resolved hardware failures for over 20 machines through hands-on troubleshooting.
- Automated IT ticket tracking and trend analysis in Excel via VBA and macros, boosting efficiency by 50%.
- Co-developed a shared Excel dashboard with Capgemini technicians to track recurring hardware/software issues, enabling real-time team collaboration and cutting resolution time by 25%.
- Led 2 business analysts to automate repetitive process flows using Excel Macros / VBA and reduce analysis time by 2+ hours per week.

Parish Council of Póvoa de Santa Iria | 2 Months Internship.

2016

Frontend Developer

- Partnered with parish council members to redesign the website using HTML5 and responsive design, improving accessibility for 40,000+ residents.
- Upgraded site navigation and form validation, lifting engagement by 20% and halving submission errors.
- Boosted page speed 15% via optimized CSS and reduced render-blocking elements.
- Integrated jQuery and Chart.js to accelerate feature development by 20%.

EDUCATION

Master's degree in Computer Science.

Ongoing

ISTEC Higher Institute of Advanced Technologies.

Bachelor's degree in Computer Science.

2023

ISTEC Higher Institute of Advanced Technologies.

SKILLS

Languages - Portuguese (Native/C2), English (Professional/C1).

Technical Skills - C#, SQL, JavaScript, HTML, CSS, Advanced Excel, Access.

Currently Learning - React.js, Node.js, Jest, Power BI.

CERTIFICATIONS

Microsoft Office Specialist Excel Associate 2019.

Microsoft Office Specialist Master 2016.

Microsoft Office Specialist Expert for Excel 2016.

Microsoft Office Specialist Access 2016.

Microsoft Technology Associate for Database Administration Fundamentals.

Microsoft Technology Associate for Security Fundamentals.