

Tiago Evangelista

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Entry-level —; I'm a Business IT student who will graduate the following year, 2024. I'm Migrating from the hospitality area to the information technology area.

I'm an experienced leader, offering extensive knowledge of hospitality etiquette and customer service. Organised professional offering five years' experience in the food service industry, managing people. Detail-orientated with solid time management skills and the ability to learn new tasks quickly. Detailed Manager effective at creating positive environments where employees can thrive and succeed.

Technical Skills: HTML, CSS and JavaScript, DOM and jQuery, Responsiveness, Bootstrap, API's consumption, Data Structure, Node.js and Express, mongo DB, Authentication and Login, API integration, React, SQL, Python.

Soft Skills: Communication, Teamwork, Customer Service, Time Management, Problem Solving, Attention to Detail

EDUCATION

Independent College

Bachelor of Arts (Honours) Business Studies – (with IT specialism)

Location: IE

Graduation Date: Dec 2024

Tera

Full Stack Development

Location: IE

Graduation Date: Dec 2023

WORK EXPERIENCE

Madero's Group

Manager

Location: Brazil

Dates: May 15/2017 – July 01/2021 (4 years)

- Elaboration inventory focused on storage conditions and ordering techniques, resulting in a 6% decrease in losses incurred by food waste
- Adapted to pandemic practices, signing on with Ifood and UberEats, maintaining 80% of revenue during April 2020
- Encouraged a positive, collaborative environment for employees, resulting in a 5% in staff turnover.
- Elaborated Training for staff on upselling techniques and creating a featured food and beverage program
- Generated regulations and safety standards checklist and reminders, posting them in staff areas, resulting in 0 policy violations and 99% on health inspections.
- Elaborated a new roster 6x1 with two different shifts and times following the spearheaded transition.
- Led a team of 46 employees and Trained and mentored new staff for promotion.
- Directed weekly projects, anticipating timelines for milestones and completion dates.
- Established strategic monthly sales goals, communicating priorities to staff and closely tracking progress to ensure success.

Vitrine dos Imoveis

Administrative assistant

Location: Brazil

Dates: January 09/2015 – February 04/2016 (1 year)

- Maintained contact information for all current clients as well as prospective clients through the use of database software.
- Provided administrative support to Real Estate Agents by preparing documents such as purchase agreements, leases, etc., using appropriate legal templates and formatting requirements.

- Assisted agents with scheduling appointments with potential buyers/tenants via email or phone communication, including setting up showings when necessary.
- Prepared reports on a daily basis regarding pending deals and other pertinent data related to real estate activity within assigned office location(s).
- Helped staff with special projects by setting up schedules and organising resources.
- Organised office documentation for maximum efficiency and team productivity.
- Trained and mentored administrative team members in procedures.

SPAR

Retail Shop Assistant

Location: Dublin, IE

Dates: Dec '12/2021 – Mar '11/2022 (3 months)

- Efficiently processed cash and card payments, helping minimise customer waiting times during busy shopping.
- Welcomed customers in a warm and friendly to ensure a positive first impression.
- Helped customers locate items they needed.
- Assisted in store opening and closing procedures, including cash counting, cleaning and visual merchandising.

Therapie Clinic and Pygmalion

Security Guard / Door Supervisor

Location: Dublin, IE

Dates: May 02/2022 – Dec 10/2022 (8 months)

- First Aid, Crowd Control, Ethics Training, Patrolling, Writing Reports, Communication

Mr Price

Security Guard / Door Supervisor

Location: IE

Present

- First Aid, Crowd Control, Ethics Training, Patrolling, Writing Reports, Communication

PROFESSIONAL DEVELOPMENT

Udemy

SQL Bootcamp

Online

April/2023

- SQL Statement Fundamentals, GROUP BY Statements, JOINS, Advanced SQL Commands, Creating Databases and Tables, Conditional Expressions and Procedures and PostgreSQL with Python.

Coursera

Google Data Analytics Professional Certificate

Location: Online

Dates: April 15/2022 – Sept 26/2022

- Completed extensive six-month job-ready Google Career Certificate training. Demonstrated hands-on experience with data cleaning, data visualization, project management, and interpreting and communicating data analytics findings. Confidence in transforming complex data into actionable and clear insights. Fluency in computer programming languages and a solid understanding of databases.

Madero Development Center

Leadership and management

Location: Brazil

Dates: Jun 10/2018 – Jun 15/2018

- Organizational, communication, interpersonal, and time management skills.

SKILLS & INTERESTS

Languages: Portuguese (Native), English (Advanced)

Interests: Software engineer, Full Stack, Back End, Java Develop and Python