

# VANESSA ESPIRITO SANTO

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## EXPERIENCE

### Office Operations Manager & Junior Developer

#### Medical Locum Services, Plc.

📅 February 2017 – Ongoing 📍 Remote, Australia

- Developing a back-office for MLS business for booking and invoicing management - ongoing (Ruby on Rails);
- Developing the new website for MLS - Jan 2018 (Ruby on Rails);
- Assisting with all recruiting stages, helping with accounting;
- Fixing the company's website (wordpress) after being hacked;
- Recruitment consultancy, placing the doctors in Hospitals;
- Customer support via email, phone and website - all booking lifecycle.

### Customer Assistant

#### Caixa Geral de Depósitos, SA.

📅 June 2010 – December 2016 📍 Lisbon, Portugal

- Welcoming clients and providing services such as deposits, savings accounts, investments, credit cards, insurances and loans;
- Performing all administrative support needed to the running of the branch: daily analysis and reporting, safe's inflows and outflows, ATM maintenance, among others;
- Offering in-branch and e-mail support troubleshooting simple issues regarding payment methods and questions with the online platform;

## EDUCATION

### Postgraduate, Accounting and Taxation

#### ISEG - Lisbon School of Economics & Management

📅 April 2015 – November 2015

- This postgraduate brought me consolidated expertise, solving the challenges in the preparation of quality information, as well as on identifying the tax implications of management decisions.

### Postgraduate, Finance and Financial Management Services

#### ISEG - Lisboa School of Economics & Management

📅 April 2014 – November 2014

- I reinforced management concepts, focusing on the first level of control expected in any organization: budgetary control.

### Bachelor's Degree, Business Administration and Management, General

#### ISCTE Business School

📅 September 2007 – June 2010

- I enrolled a Bologna MSc designed for learning a set of Management-related skills, understanding the main management functional areas as well as domain of management's key concepts and instruments.

## MY LIFE PHILOSOPHY

*"Life can be wonderful if you're not afraid of it." - Charlie Chaplin*

## MOST PROUD OF



### My independence

I became independent by the time I was 20, right after getting my Degree.

## STRENGTHS

Reliable Organized Team oriented  
Responsible Proactive Empathetic

## SELF DEVELOPMENT

- She Codes workshop - Apr 2019;
- SCRUM Product Owner SPOC certification - Jan 2019
- Developed my webfolio - Jul 2018;
- Learn Enough Society - CSS tutorial - Jun 2018;
- Udacity-Google Developer Challenge Scholarship: Front-End Web Dev - Jan 2018;
- Google Digital Garage - The Online Marketing Fundamentals - Mar 2017;
- Learn Enough Society - HTML and Rails tutorials - 2017.

## LANGUAGES

Portuguese ●●●●●  
English ●●●●●

## INTERESTS

Travel Cats Books DIY  
Privacy and Security Technology

## A DAY OF MY LIFE

