

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;
- Developing the new website for MLS (Jan 2018);
- 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

