

Wesley dos Santos

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Skills

- Portuguese (Native)
 - English (Fluent)
 - Management Skills
 - Teamwork/Collaboration Skills
 - Self-Motivated
 - Coding Languages: Java, HTML5, CSS3, JavaScript, Python, SQL
 - Goal Driven
 - Analytical skills
 - Communication and Presentation Skills
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Education

Computer Science - AS

2022- 2024

Ensign College

Salt Lake City, Utah

- Front-end Web Development
- Responsive Design
- Data structures
- Code Maintainability
- Object Oriented Programming
- Networking and Servers
- Operational Systems
- UX Design

Electromechanics - AS

2014 –2018

Instituto Federal

Rio Grande do Sul, Brazil

- Project Management
- Project Designer
- Electronic and Mechanical Projects
- Entrepreneurship

Certifications

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| • #1 – Microsoft Client Pro Certification | 2021 |
| • #2 – Microsoft 2019 Excel Certification | 2021 |
| • #3 – BYU Pathway Programming Certificate | 2020 |
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Experience

Tech Support Specialist

Jan 2022 - Present

The Church of Jesus Christ of Latter-day Saints

Salt Lake City, Utah

- Navigated complex customer issues, achieving high satisfaction ratings and enhanced resolution of cases in 50%
- Provided support in Portuguese and English for customers in +10 countries
- Demonstrated expertise in solving computational and networking problems
- Received two awards for efficiency and diligence from the department

Operations Supervisor

May 2020 – Dec 2021

Santander Bank

Novo Hamburgo, Rio Grande do Sul, Brazil

- Demonstrated strategical planning through the SMART method to increase bank profit in +R\$500,000 weekly
- Responsible for training +300 employees through online platforms such as Zoom and Teams
- Helped in the improvement of financial products driven by customer feedback such as cards, payment tools, mobile banking apps and billing services
- Demonstrated high performance in sales, being nominated Elite Leader and SX Golder Leader

Strategical Trainer and Assistant Leader

April 2018 - March 2020

Brazil Belem Mission - Volunteering

Belém, Pará, Brazil

- Demonstrated leadership by helping to oversee more than 150 volunteers from all over the world
- Organized the online work method for the volunteers, which resulted in more flexibility and safety
- Provided weekly training to volunteers, which resulted in an increase of the total results by 20%