Wesley dos Santos

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Skills

- Portuguese (Native)
- English (Fluent)
- Work Ethics
- Teamwork/Collaboration
- Positive Attitude
- Coding Languages: Java, HTML, CSS, JavaScript, Python
- Leadership

Education

Computer Science - AS   2021- 2024
Ensign College   Salt Lake City, Utah

- Store and management of data
- UX design
- Development of web pages -Tailwind CSS
- Programming Languages – JavaScript, Java, Python, SQL, HTML, CSS
- Data structures – Binary tree, Graph, LinkedList, Stack, Queue, Stack, Hash table and Array
- IDE – Visual Studio and IntelliJ
- Windows Server management
- Windows Pro Support

Electromechanics - AS   2014 –2018
Instituto Federal   Rio Grande do Sul, Brazil

- Electric and Electronic Projects – Eagle
- Mechanic Projects – SolidWorks 2013
- C++ Programming – Intel Arduino
- Electrical Installation
- Project Management
- Entrepreneurship

Certifications

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

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 in 30%
- Provided support in Portuguese and English for customers in +10 countries
- Demonstrated expertise in solving computational and networking

Operations Supervisor   May 2020 - Dec 2021
Santander Bank   Novo Hamburgo, Rio Grande do Sul, Brazil

- Demonstrated strategical planning through SMART method to increase bank profit in +R$500,000 weekly
- Responsible for training +300 employees through online platforms such as Zoom and Teams
- Leadership driven by goals and KPI analysis using Excel and Tableu
- Demonstrated high performance in sells being nominated Elite Leader and SX Golder Leader

Assistant of the President   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 in 20%