**Felipe Zanetti**

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**SUMMARY**

Trilingual professional with a background in finance, compliance, document control, and customer services, currently pursuing a dynamic career in software development. A proactive and motivated learner, I have recently completed a Software Development course with Code Institute, focusing on essential programming languages, frameworks, and technologies in demand in the industry. I have successfully passed all milestone projects with MERIT recognition. Aspiring to leverage my quantitative analysis skills and attention to detail to contribute to innovative software projects. Proficient in work management and adept in agile methodologies, including the Agile Manifesto, iterative development, project/delivery constraints, common agile practices, user stories, product backlog, timeboxing, and prioritization.

**EDUCATION**

**2014 Bachelor's Degree in Law, LLB (NFQ Level 8)**

Belo Horizonte, BrazilFUMEC

**2016 Specialist in Corporate Finance (NFQ Level 9)**

Belo Horizonte, Brazil Fundação Getulio Vargas

**2023 Software Development (NFQ Level 6)**

Dublin, Ireland Code Institute

**Software Development course** at Code Institute, gaining expertise in Design Thinking with a different way of thinking, empathy, ideation, prototyping, and usability testing. Proficient in agile methodologies, including the Agile Manifesto, iterative development, project/delivery constraints, common agile practices, user stories, product backlog, timeboxing, and prioritization.

**OTHER IT SKILLS**

IT Skills:

* ServiceNow Administration Fundamentals On Demand (Certified)
* Previous experience with SAP, SalesForces, ServiceNow, SharePoint
* Proficient in CSS3, HTML5, JavaScript, Python, SQL
* Certified Trading Professional – Stock market and blockchain

Projects (GitHub):

* **HTML and CSS - After reading book club -** This project was created using HTML and CSS only <https://github.com/zanettiprado/after-reading-book-club>
* **JavaScript - Rock Memory Card -**This one was created using basic JavaScript, HTML and CSS. <https://github.com/zanettiprado/rock-memory-game>
* **Python - Guess BattleShip** - Here we have a battleship game using basic Python. <https://github.com/zanettiprado/guess-battleship-game>

**TECHNICAL SKILLS:**

* Programming Languages: CSS3, HTML5, JavaScript, Python
* Frameworks: Bootstrap, Flask
* Version Control: Git
* Database Management: SQL
* Other: ServiceNow, SAP, SalesForces, SharePoint

**SUMMARY OF RELEVANT PREVIOUS WORK EXPERIENCES:**

**From September of 2013 until October 2016** - Worked as a Tax Lawyer Specialist at Deloitte Touché Tohmatsu and in PAAR consultation handling over 3,000 tax cases and providing timely updates to clients about court developments and procedures. Proficient in work management, delivering accurate and efficient results within a dynamic environment. Managed daily Accounts processes for multinational clients including AngloGold Ashanti, Andrade Gutierrez, ArcelorMittal, and FIAT at Deloitte, accurately processing approximately 400 invoices weekly and effectively handling purchase orders and payment transactions. Demonstrated strong organizational and time management skills.

**From February 2018 until December 2018** - As a Customer Service Representative at Avis And Budget Car Rental, achieved performance targets and built strong customer relationships, leading to a promotion to Customer Service Representative. Adept in work management, delivering excellent service while meeting sales goals.

**From January 2019 until December 2020** - As a Content Moderation Analyst at Accenture (Facebook), reviewed flagged accounts for potentially sensitive content, ensuring compliance with policies and regulations. Collaborated with subject matter experts to respond to inquiries and escalations, showcasing exceptional problem-solving abilities.

**From June 2021 until march 2022** Contributed as a Quality Assurance Ads Specialist at TikTok (Bytedance), executing quantitative and qualitative analyses of data to deliver insights and drive improvements for ad moderation teams. Played a key role in implementing TikTok in LATAM and BR markets, highlighting adaptability and teamwork skills.

**From March 2022 until March 2023** Worked as a Care Advisor at Allianz Partners, responding to queries over phone and email regarding insurance cover, claims, hospitalization, and complaints. Coordinated client hospital admissions, evacuations, and repatriations. Demonstrated excellent customer service and problem-solving skills.

**From march 2023 -Current -** Contributed as a Mortgage Analyst at BCM Global, specializing in mortgage document verification and compliance. Collaborated with AML team for regulatory requirements and performed thorough checks on submitted documents. Managed a high volume of cases and provided timely feedback to brokers.

**LANGUAGES**

Fluent in English, Portuguese & Spanish | Intermediate level in Italian.

**HOBBIES**

I like music and instruments I Play the guitar and Im taking keyboard classes. I also Like sports. I’m now practising Padel and football.

**REFERENCES**

Available upon request.