



Erika Castañeda Millan

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Address: Leiria, Portugal (Home)

● EDUCATION AND TRAINING

01/07/2023 – 19/12/2024 Portugal

RESPONSIVE WEB DESIGN FreeCodeCamp

Address Online, Portugal | **Website** <https://www.freecodecamp.org/>

25/01/2021 – 10/04/2022 Melbourne, Australia

DIPLOMA OF INFORMATION TECHNOLOGY RGIT - Royal Greenhill Institute of Technology Australia

Address 28-32 Elizabeth St., 3000, Melbourne, Australia | **Website** <https://rgit.edu.au/>

01/09/2021 – 27/12/2021 Portugal

WEB DEVELOPMENT SheCodes

Address Online Workshop , Portugal | **Website** <https://www.shecodes.io/>

01/02/2013 – 19/07/2016 Bucaramanga, Colombia

BACHELOR IN SYSTEMS ENGINEERING UDI - Universidad de Investigación y Desarrollo

Address 9 Street No. 23-55, 680002, Bucaramanga, Colombia | **Website** <https://web.udi.edu.co/>

● WORK EXPERIENCE

FREELANCE – 02/02/2024 – Current – LEIRIA, PORTUGAL

- Design and develop user-friendly, intuitive, and responsive websites, enhancing usability and user experience.
- Provide end-to-end IT support, managing system installation, maintenance, performance optimization, and troubleshooting of network and security environments.

SUPPORT REPRESENTATIVE – CONCENTRIX – 01/10/2022 – 30/10/2023 – LEIRIA, PORTUGAL

- Supported customers across digital platforms by handling e-commerce queries, ensuring timely resolution and customer satisfaction.

SUPERVISOR – ECI CLEANING SERVICES – 01/05/2018 – 30/11/2021 – MELBOURNE, AUSTRALIA

- Supervised and coordinated teams, ensuring compliance with project plans, quality standards, and deadlines.

MEDICAL AUDIT OPERATIONAL ASSISTANT – KERALT – 01/12/2012 – 30/12/2017 – BUCARAMANGA, COLOMBIA

- Provided administrative support for clinical audits, managing data and records while ensuring compliance with regulatory and internal standards.

ICT CONSULTANT – TECNIPLANET - SOLUCIONES INTEGRALES DE TECNOLOGÍA – 15/07/2011 – 10/10/2012 – BUCARAMANGA, COLOMBIA

- Provided end-to-end ICT consulting support by installing and maintaining technology solutions, troubleshooting technical issues, and ensuring system reliability and performance.

SOFTWARE IMPLEMENTATION AND TRAINING ASSISTANT – RSS (REGISTRO DE SERVICIOS EN SALUD) – 01/12/2008 – 01/05/2011 – BUCARAMANGA , COLOMBIA

- Assisted in software implementation and user training by configuring and customizing systems to meet client needs, optimizing data recording for public health providers; supported system testing, quality assurance, and resolution of technical and product-related customer inquiries.

● LANGUAGE SKILLS

Mother tongue(s): **SPANISH**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C1	C1	C1	C1	C1
PORTUGUESE	C1	C1	C1	C1	C1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user