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WORK EXPERIENCE

WEB DESIGNER – FREELANCE – 2025 – Current – LEIRIA, PORTUGAL

- Developed custom websites and online stores using WordPress, Shopify, WooCommerce, and other e-commerce platforms.
- Customized templates, modules, and plugins, including code adjustments and integration of payment systems, gateways, and CRM tools.
- Managed digital projects end-to-end, coordinating tasks, timelines, and client communication.
- Performed website maintenance, troubleshooting, performance optimization, and continuous improvements.
- Provided client consulting and support on digital strategies, design, and functionality.
- Kept up-to-date with new web technologies and e-commerce trends to deliver modern, efficient solutions.

FACTORY OPERATIVE – BOLLINGHAUS STEEL – 01/01/2025 – 10/05/2025 – VIERA DE LEIRIA, PORTUGAL

- Supported daily production operations, ensuring efficient and safe manufacturing and material handling processes.
- Handled steel materials and factory tools safely, assisting with loading/unloading and basic machinery operation under supervision.
- Performed basic maintenance and cleaning to maintain a safe, organized work environment.
- Assisted in quality control inspections, identifying defects and documenting production processes.
- Ensured compliance with safety policies and proper use of personal protective equipment (PPE).
- Collaborated effectively with team members and supervisors to coordinate tasks and meet production goals.

FACTORY OPERATIVE – LUSIAVES – 10/01/2024 – 30/12/2024 – MARINHA DAS ONDAS, PORTUGAL

- Monitored machines to ensure proper weight and shape of chicken pieces, preventing blockages or errors.
- Maintained continuous supply of raw materials to ensure smooth workflow.
- Conducted regular visual inspections to verify product weight, shape, and quality standards.
- Removed defective pieces and ensured proper handling for reprocessing or disposal.
- Operated or assisted with packaging machines, ensuring secure, airtight sealing.
- Checked packaging integrity and accuracy of labels, including product type, expiration date, batch, and weight.

FACTORY OPERATIVE – RUSTIPAN – 17/09/2022 – 09/01/2024 – LEIRIA, PORTUGAL

- Assisted in weighing, measuring, and mixing ingredients for bread production following recipes and procedures.
- Monitored dough fermentation to ensure optimal quality.
- Helped shape dough manually or using equipment, and assisted with baking, controlling time and temperature.
- Supported packaging and labeling of finished products, adhering to hygiene and food safety standards.
- Participated in cleaning, maintenance, ingredient supply, inventory management, and general production support.

FACTORY OPERATIVE – S.I.E. - KELLY – 01/06/2022 – 16/09/2022 – LEIRIA, PORTUGAL

- Assisted in preparation and supply of raw materials (plastic pellets, additives, and colorants) for production.
- Supported operation of semi-automatic and automated plastic manufacturing machines (injection molding, extrusion, blow molding).
- Conducted basic quality control checks, including visual inspections and dimensional measurements.
- Performed basic machine maintenance: cleaning, lubrication, and reporting malfunctions.
- Assisted in handling, packaging, labeling, and storage of finished plastic products.
- Ensured compliance with safety protocols and proper use of PPE, maintaining a clean and organized workspace.
- Provided general support across production areas, including material supply, cleaning, and waste management.

SOFTWARE DEVELOPER – MAQUINANDO – 2021 – 2022

- Develop, design, and implement software applications, writing efficient, error-free code.
- Troubleshoot, debug, and resolve software issues to ensure robust and scalable solutions.
- Participate in software architecture, database design, and UI/UX planning.
- Collaborate with cross-functional development teams to achieve project goals.
- Conduct comprehensive testing and quality assurance of software.
- Document code clearly for maintainability and team collaboration.
- Maintain and update software, implementing improvements and new features as needed.
- Stay up-to-date with emerging technologies, tools, and programming languages.

E-COMMERCE SUPPORT AGENT – VTEX – 2020 – 2021 – MEDELLIN, COLOMBIA

- Managed and resolved customer support tickets, providing fast and effective solutions for technical and operational issues.
- Assisted clients in configuring stores, modules, and custom functionalities, including code and script adjustments.
- Supported integration of payment systems, gateways, plugins, and other modules to ensure smooth store operations.
- Conducted testing and validation of implemented solutions, optimizing store performance.
- Documented all client interactions and solutions to maintain continuity and service quality.
- Ensured compliance with VTEX protocols and technical best practices.
- Collaborated with support teams, developers, and internal departments to resolve complex issues.
- Stayed updated on VTEX features and e-commerce trends to enhance client support and propose improvements.

TELECOMMUNICATIONS TECHNICIAN – MEDIA COMMERCE – 2016 – 2020

- Installed and spliced fiber optic cables in residential, commercial, and telecom infrastructures.
- Assembled and configured network equipment, including optical terminations, splitters, and media converters.
- Connected and configured networks, including routers and switches, ensuring efficient operation.
- Performed maintenance, troubleshooting, and repairs to optimize network performance.
- Conducted testing and certification using tools such as optical power meters and OTDRs to ensure signal integrity.
- Followed technical standards, safety protocols, and proper documentation procedures.
- Provided customer support, explaining services and assisting with technical inquiries.

● LANGUAGE SKILLS

Mother tongue(s): **SPANISH**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
PORTUGUESE	B2	B2	B1	B1	B1

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

● EDUCATION AND TRAINING

09/02/2007 – 28/02/2011 Bucaramanga, Colombia
ADMINISTRADOR DE PROJETO E SISTEMA Unidades Tecnológicas de Santander

Address Av. Los Estudiantes #9-82, Bucaramanga, Santander, Colombia, 680005318, Bucaramanga, Colombia |

Website <https://www.uts.edu.co/sitio/>

● SKILLS

Redes Sociais | Microsoft Office Word | Gmail | Google | Microsoft Office PowerPoint | Outlook | Microsoft Office Excel | Microsoft Office | Google Drive | windows em geral | Whatsapp | Redes sociais Instagram e Facebook | Gosto pelo trabalho em equipa | Facilidade de Aprendizagem de Novos Softwares | Estabelecimento de Comunicacao Online como Skype e Zoom | Microsoft Excel | Office | -Gosto pelotrabalho em equipa