

# Monica Faria Caires

## Front End Developer

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Ansião, Leiria, Portugal

### SUMMARY

Eager to bring efficiency and creativity to dynamic projects, while continuously honing my skills in building scalable, responsive web applications that shine in form and function. I thrive on turning complex ideas into sleek, user-friendly experiences — think of me as a digital Marie Kondo, but with code.

### EXPERIENCE

Project Management Office Analyst   01/2025 - Present  
Teleperformance Portugal SA   Lisbon, Portugal

- Integrated Microsoft's Partners Innovation & Improvement department.
- Tracked progress, identified risks, and implemented solutions to improve project outcomes. I managed workflows, facilitated communication, and introduced innovations to enhance efficiency and processes.
- Through analysis and reporting, I ensured data-driven decisions and successful project delivery.

Operational Trainer   05/2021 - 01/2025  
Teleperformance Portugal SA   Lisbon, Portugal

- As part of Microsoft's Partners training department, I provide guidance and training as well as create training materials, leveraging the SAP SuccessFactors suite, and report training data through Microsoft Excel and Power BI.
- Additionally, I supported my team by serving as a backup Training Manager, which has allowed me to interact with high-level roles.

Operations Customer Expert   07/2019 - 05/2021  
Teleperformance Portugal SA   Lisbon, Portugal

- Delivered exceptional customer service by addressing client concerns and ensuring satisfaction, while also supporting project management in maintaining team morale and assisting colleagues with procedure and service-related questions.

### CERTIFICATION

Complete Web Developer in 2024 | Zero to Mastery Academy  
August 2024 - October 2024

Frontend Developer Career Path | Scrimba  
January 2025 - July 2025

### SKILLS

HTML/CSS · JavaScript ·  
TailwindCSS · Astro · Git/GitHub ·  
Microsoft Office Suite

### LANGUAGES

Portuguese	Native	●●●●●
English	Native	●●●●●