

Mónica Faria Caires



Full Stack Developer

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Email	monicafariacaires@gmail.com	Date of birth	25-03-1997
Nationality	Portuguese	Links	Portfolio , LinkedIn , CodePen , Medium

01 PROFILE

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.

02 SKILLS

HTML & CSS	Express.js
JavaScript	React
Node.js	Postgres

03 EMPLOYMENT HISTORY

05/2021 — Present

Trainer at Teleperformance Portugal, SA

Lisbon

- Part of the Microsoft Partners training department, providing guidance and training related to the Microsoft AI Cloud Partner and Cloud Solution Provider programs.
- Creation of training material utilizing Microsoft Power Point and leveraging usage of SAP SuccessFactors suite, as well as reporting training consumption data through Microsoft Excel and Microsoft Power BI.
- Providing support to other team members by serving as Training Manager backup, which resulted in contact with high-level roles.

07/2019 — 05/2021

Customer Service Representative at Teleperformance Portugal, SA

Lisbon

- Provided superior customer service to clients by addressing all questions and concerns, as well as bringing forth commitment to customer satisfaction.
- Assisted project management with maintaining a high team morale and helping colleagues with any questions related to procedures or customer service best practices.

04 COURSES

Aug 2024 — Present

Complete Web Developer in 2024 at Zero to Mastery Academy

05 LANGUAGES

Portuguese



English

