

# Marcelo Arraes Teixeira

Technical support agent and Developer

I am a student, technical support agent, and developer, combining my passion for learning, problem-solving skills, and customer-centric approach to deliver exceptional support and develop innovative solutions.

✉ marcelo.arraes@gmail.com

☎ 0493343060

📍 Adelaide, Australia

## EDUCATION

### Bachelor's Degree Information Systems Federal University of Ceará

02/2014 - 12/2019

### Advanced Diploma of Information Technology

International House Sydney

03/2023 - Present

## WORK EXPERIENCE

### Web Developer and Customer Support Agent

GoGood - Startup in Health and wellness

05/2022 - Present

Responsible for the mobile app development and for troubleshoot the problems of the users.

Achievements/Tasks

- Facilitate the integration of Zendesk into the support process.
- Remade the entire filter and search module on our app and backend.
- Helped in meetings with stakeholders fostering the good exchange of ideas.

Contact : Borba - technical leader - borba@gogood.com.br

### Technical Support and general assistant RTL Animal Food Distributor

01/2016 - 05/2022

With 30+ people I was responsible to keep the hardware going and to train people in using the various different systems that we used.

Achievements/Tasks

- Change the whole ERP of the company.
- Trained all the employee on their roles on the softwares. From bank to ERP to apps.
- Implanted an app system for the salesmen to send their sales orders and more.

Contact : Alvaro (owner) - alvaro@rtldistribuidora.com

## SKILLS

Customer Support

Programming

Software troubleshoot

Windows and Linux

Excel

Hardware repair

## PERSONAL PROJECTS

My portfolio website -

<https://marcelosportfolio.vercel.app/>

- Simple website to display a small part of my projects

LifeInvoice - Mobile App (05/2023 - Present)

- An app to manage the laborers shifts, their times, wages and invoices.

NutriNotes - <https://nutri-notes.vercel.app/> (03/2022)

- A website to make nutritional calculations to be used on the hospital setting.
- Made along with a nutritionist student.

## CERTIFICATES

CS50 Harvard: Web Development with Javascript and Python (06/2022 - 12/2022)

The Complete React Native + Hooks Course  
(06/2022 - 08/2022)

Complete NodeJS Developer in 2023 (GraphQL, MongoDB, + more) (09/2022 - 03/2023)

## LANGUAGES

English

Full Professional Proficiency

Portuguese

Native or Bilingual Proficiency

## INTERESTS

Sports

Table Games

Reading