MARCO MEDEIROS

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Available for immediate start in both full-time and contract work. Stamp 4 Visa holder.

RESUME

Frontend Engineer with a focus on React Development, I have over 3 years of experience with software development. Currently upskilling through a UX Design course to bring more value to the projects I collaborate to. I have strong interpersonal skills, adaptability, independence and resourcefulness.

EDUCATION

2023 - Currently: UX Design Institute - Certificate in UX Design

2019 - 2020: Technological University Dublin - Degree in Web Applications Development

SKILLS

Technologies
- JavaScript
- HTML
- CSS

Frameworks / Libraries
- React JS
- Bootstrap
- Tailwind CSS
- Material UI
- Gatsby JS
- Phaser JS
- WordPress
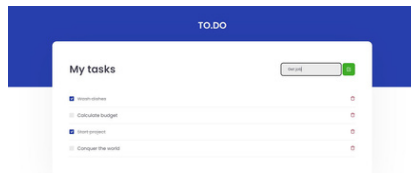
Version Control
- Git
- Github
- Gitlab

Tools
- Figma
- Zendesk
- Jira
- Miro
- Confluence

PORTFOLIO
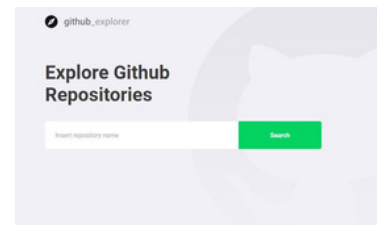

TecKno - Dell
- UI/UX Design
- React Development
- Game Design and Development
- Material UI
- Gatsby JS
- Phaser JS

To-Dos App
- React Development
- UseState Hook

Github Explorer
- React Development
- UseState Hook
- Rest API

LANGUAGES

- English: Fluent
- Portuguese: Fluent
- Spanish: Conversational

PROFESSIONAL EXPERIENCE

[Dell](#) | **Software Engineer II (Contractor)** - June 2022 to October 2023

Renowned multinational technology company specializing in a diverse range of computers, laptops, servers, and innovative solutions for personal and business use. I was the main developer for the [TecKno](#) project, an EdTech platform aimed at providing Computer Science courses to kids and teenagers for free. Primary duties were:

- Created engaging pages, components, and games using cutting-edge front-end tools like React, Gatsby, and Phaser.
- Incorporated stakeholder feedback, adhering to UI/UX best practices, to design intuitive and user-friendly content.
- Managed hosting upkeep and executed migration tasks for seamless platform operation.
- Proficient in React, Gatsby, Phaser, Material UI, GraphQL, and various project management/design tools like Jira, Figma, and GitLab.

[Accenture](#) | **Technical Support Agent** - November 2021 to May 2022

Multinational services provider known for its expertise in strategy, consulting, digital, technology, and operations, offering a wide array of solutions to businesses across various industries worldwide. I provided level 2 technical support services for the ads tools of a social media giant.

- Managed escalated support tickets from level 1 team, swiftly resolving issues for optimal customer satisfaction.
- Educated both agents and customers on efficient usage and customization of ads tools and digital assets, ensuring effective tool utilization.
- Analyzed intricate data and utilized analytics tools to provide valuable feedback on trends and potential issues/bugs.
- Efficiently escalated complex tickets to the appropriate teams when necessary for swift resolution.

[Keywords Studios](#) | **Quality Assurance Tester** - May 2019 to October 2021

Global-leading technical and creative service provider in the gaming industry, offering a comprehensive range of localization, testing, audio, art, and development services crucial to game development and publishing worldwide.

- Thoroughly testing video games to discover and report bugs, ensuring high-quality gaming experiences.
- Collaborate with teams to fix issues, improve gameplay, and enhance overall game performance.
- Document and communicate identified problems while suggesting improvements to testing methods for better gaming quality.

[MoGi Group](#) | **Community Manager and Player Support Agent (Internship)** - January 2018 to June 2018

Renowned company providing global gaming and app localization services, focusing on player support, community management, and quality assurance for the gaming industry.

- Engaged and supported gaming communities, ensuring a positive player experience.
- Addressed player queries, concerns, and issues promptly and efficiently.
- Moderated forums and social media channels, fostering a vibrant and respectful community environment.
- Collaborated with internal teams to relay player feedback for product improvement and enhancement.