

# KLEYTON SOARES

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Recent graduate in IT with a Distinction who is highly motivated to advance in the arena of Software Engineering.

I have a comprehensive background in customer service and administration with the delivery of high standards, consistent customer focus, the ability to multi-task and a wealth of transferable skills. As both a team player and having the ability to lead, I embrace new challenges with continual learning, growth and a can-do attitude.

**IT Knowledge:** Java, Python, JavaScript, React, Node.js, Socket.IO, PHP, CSS, HTML, jQuery, MySQL, NoSQL, Database Design, ER Diagrams, DBMS, Normalisation, Windows Server, Windows 10, Windows 7, Linux, MacOS, TCP/IP Model, CISCO Routing & Switching Protocols, DNS, ACL, OSPF, DHCP, VLANs, Wireshark, Packet Tracer, AWS.

## EDUCATION

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### **BSc Hons in Information Technology (Level 8) 2019 – 2020**

College of Computing Technology CCT, Dublin – Ireland

**Modules:** *Network Management & High Availability, Strategic Business, Multi-Paradigm Programming & Scripting.*

### **Bachelor's Degree in Information Technology (Level 7) result: Distinction 2016 – 2019**

College of Computing Technology CCT, Dublin – Ireland

**Modules:** *Programming, Web Design & Development, Database, Cloud Computing, Network Technology.*

#### **Programming Courses:**

**Java-In-Depth** – Udemy.

**JavaScript Essential Training** – LinkedIn Training.

**WordPress Essential Training** – LinkedIn Training.

**Mastering React** – CodeWithMosh.

### **MBA in Logistics and Supply Chain Management 2012 - 2013**

Universidade Paulista, Sao Paulo – Brazil

**Modules:** *Supply Chain Management, International Financial System & Exchange Rate.*

### **BSc in International Business 2008 – 2012**

Faculdade Drummond, Sao Paulo – Brazil

**Modules:** *Entrepreneurship, People Management, Mathematics, Business Strategies.*

## ACADEMIC EXPERIENCE

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### **Student Tutor (Oct/2018 – present)**

- Supporting the lecturer during classes, monitoring students, dealing with queries or any difficulties regarding computer languages, networking, databases and maths.

### **Project: Real Time Web Application (Sept/2019 - present)**

- Individual full stack development for a web app containing information about HIV to build a people network;
- AWS S3 will be used for application storage;
- Full SDLC will be followed;
- Database design and its implementation will be necessary for data persistency;
- Technologies: JavaScript, Node.js, Socket.IO, NoSQL, React, Bootstrap, HTML, CSS.

### **Project: Speech-Impaired Mobile Application (May/2019)**

- A successful team-work project about a mobile application and website for people who are not able to speak;
- Developed buttons with keywords for the user to tap when they want to express their feelings such as happiness, sadness, sarcasm, frustration, etc;
- Full SDLC was strictly followed using Agile methodology;
- Technologies: Java, XML, APK.

**Project: Cloud Computing Fundamentals & Platforms (Nov/2018)**

- Using both command line and UI, storage buckets were created and files from both a host computer and a Linux VM VirtualBox were uploaded;
- Repetitive deployment processes were used to create different VMs such as Linux (which Apache and NGINX were installed) and Windows Server (which IIS was installed);
- I also created a VM using VirtualBox and I uploaded it to the cloud as a Live Migration requirement.

**Project: Tech Support Ticket Logging System (Dec/2017)**

- Individual project responsible for developing a system for a technical support team to handle customer tickets which must be used by various users simultaneously;
- Database design and its implementation were required for this project development;
- Technologies: Java and MySQL.

**Project: Library Web Application (Oct/2017)**

- Individual project to develop a web application from scratch both front and back-end;
- Based on user authentication, two interfaces were developed: one for admin and the other for general users;
- Database design and its implementation were required for this project development;
- Technologies: PHP, JavaScript, MySQL, HTML, CSS.

**PROFESSIONAL EXPERIENCE**

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**The Westbury Hotel | The Gresham Hotel, Dublin – Ireland**  
**Customer Service Representative**

**Mar/2016 - present**

- Providing a visible presence to ensure that all customer requests and queries are responded to promptly and effectively in a fast-paced workplace;
- Collect and handle payments; provide silver service; deliver high standard customer care and catering;
- Up-selling of products on average by 40% per shift;
- Reporting all facilities issues, customer service inquiries and inventories to superiors.

**Exchange Program, Dublin – Ireland**

**Jul/2015 – Mar/2016**

**Student / Customer Service Representative**

- Studying English and working to gain international exposure as well as learning about a new culture while providing the highest customer service in a restaurant.

**United Institute of English, Sao Paulo – Brazil**

**Feb/2012 – Jun/2015**

**Head of Studies**

- Responsible for the day-to-day operations of 4 English schools with 1200 students, managing student experience from admissions through course completion;
- Coordinating the organisation and administration of the classes, teachers' and classes' timetables, payroll, admission and managing relationship with students, teachers and administrative staff;
- Increased number of students by 25%; developed, evaluated and coordinated educational programs and reduced by 10% the number of students' cancellations; reduced payroll by 20% by streamlining the teaching work schedule;
- Created a customer approach handbook for the reception staff to standardise customer service and assist new staff training;
- Developed a teaching manual explaining in detail the organisation's aims as well as emphasising the methodology and company policies and procedures.

**ADDITIONAL INFORMATION**

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- Fluent **English** | Native **Portuguese** | Intermediate **Spanish**;
- Volunteer English tutor at a local church and created basic course material;
- Passionate about Hiking, Travelling, Puzzles, History, Culture, Languages, Museums;
- Category B Irish Driving License.

**References available on request**