LUIZ GUSTAVO FAUSTINO VIANA
FULL STACK DEVELOPER

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PROFESSIONAL SUMMARY

Full Stack Developer with 7 years of experience in IT projects, focusing on developing modern, responsive, and accessible interfaces. Skilled in HTML5, CSS3, SASS, JavaScript, API integration, automated testing, and Git version control. Throughout my career, I have worked on both the creation and maintenance of systems and websites, prioritizing performance, usability, and compliance with accessibility standards (WCAG). I have experience with agile methodologies (Scrum/Kanban), cross-functional teams, requirements gathering, technical documentation, and user support. I always aim to apply best practices in security and quality. I am communicative, collaborative, and committed to impactful deliveries.

EXPERIENCE

Full Stack Developer, Avantto   **March 2023 - Present**

- Sprint delivery detailing for presentation to the system committee.
- Present sprint deliverables to the CEO and CTO.
- Validate Scrum board items with internal teams.
- Validate board items with the dev team to ensure business alignment.
- Provide support to internal teams regarding system releases.
- Manage and create client access to the system.
- Perform small-scale testing of board items to ensure business compliance.
- Create training scenarios for the internal team to improve system usage.
- Train internal teams to enhance their system capabilities.
- Gather requirements for website development.
- Fully develop the new website.
- Adapt the new site for international access.
- Optimize site SEO for search engines and social media.
- Manage site version control.
- Internal allocation to advance projects.
- Manage internal projects.
- Direct interaction with the CTO for project development.
- Develop business reports using MySQL.

Wordpress Developer, Aid Collective   **December 2021 - June 2024**

- Developed websites for various clients.
- Optimized SEO for search engines and social media.
- Managed website version control.
- Customized using CSS and JavaScript.
- Managed projects.
- Direct interaction with end clients.

Technical Support Lead L2, Grupo Net Sao Jose   **January 2021 – December 2021**

- Set goals and strategies to improve team efficiency and performance.
- Developed leadership skills to effectively manage and motivate the team.
- Promoted synergy and teamwork.
- Structured sector data for better access and analysis.
- Supported planning and decision-making.

- Created individual reports to track internal technicians' performance.
- Developed monthly reports with strategic information to identify improvement areas.
- Defined a mission for the sector aligning with organizational values.
- Conducted training for the successor to ensure sector continuity and success.

Technical Support N2, Grupo Net Sao Jose   **June 2020 – January 2021**
- Developed innovative and customized technical solutions to efficiently and effectively meet clients' specific needs and demands.
- Strengthened communication skills with clients, including the ability to understand their needs, clarify doubts, and provide accurate and reliable information.
- Efficient and timely closure of technical tickets, ensuring complete resolution of issues and client satisfaction.
- Actively participated in group activities to identify and implement continuous improvements in processes and services offered to clients.
- Developed strategies to maximize customer satisfaction and loyalty, including personalized solutions and post-support follow-up.

Junior Support Analyst, IT Technology allocated at Embraer   **January 2020 – February 2020**
- Provided personalized and high-quality support to Embraer network users, efficiently and attentively addressing their needs and requests.
- Performed workstation installations accurately and securely, ensuring proper equipment functionality and network access.
- Developed practical and innovative solutions to improve software usability for users, including tutorials, documentation, and technical support.
- Promoted transparency and reliability in information and services provided, fostering dialogue and clarifying questions.
- Established effective communication channels to increase accessibility and user satisfaction within Embraer's network.

Elections Assistant, Grupo Seres allocated at TRE-SP   **August 2018 – October 2018**
- Provided personalized and high-quality service to voters, efficiently addressing their needs and requests, while establishing effective communication channels to improve accessibility and voter satisfaction.
- Organized election-related activities systematically, creating action plans and efficient routines to ensure tasks were carried out effectively and within deadlines.
- Developed strategies to maximize voter participation and awareness of the importance of the electoral process.
- Promoted transparency and reliability in information and services provided to voters, encouraging dialogue and clarifying questions.

Receptionist, CS Outsourcing allocated at TRE-SP   **March 2018 – May 2018**
- Delivered personalized and high-quality support to voters, efficiently addressing their needs and requests.
- Ensured transparency and reliability in the information and services provided to the public.
- Promoted dialogue and clear communication to address voters' questions effectively.

IT Intern, IMBEL - FPV   **August 2015 – December 2016**
- Maintained and provided technical support for the ticketing system, ensuring proper functionality and improved efficiency in service processes.
- Identified and presented solutions for internal system issues efficiently, using diagnostic and troubleshooting techniques.
- Implemented innovative solutions to internal network problems, aiming to optimize performance and system security.
- Performed computer repairs and preventive maintenance to ensure proper functioning and extend equipment lifespan.
- Conducted preventive and predictive maintenance to identify and correct potential failures, minimizing downtime and maximizing system availability.

IT Intern, City Hall of Lorena-SP   **February 2015 – June 2015**

- Performed computer repairs and preventive maintenance to ensure proper functioning and extend equipment lifespan.
- Identified and presented solutions for hardware and software issues efficiently and promptly, using diagnostic and troubleshooting techniques.
- Implemented innovative solutions for server-related problems, aiming to optimize performance and security.
- Provided technical support to users, helping them resolve issues related to computers and servers.

EDUCATION

Bachelor's Degree in Information Technology Management   **2014-2017**
FATEC Prof. Joao Mod

Technical Degree in Informatics   **2011-2012**
ETEC Prof. Jose Sant'Ana de Castro

ADDITIONAL INFORMATION

Skills: HTML5, CSS3, SASS, JavaScript, Bootstrap, jQuery, Wordpress, PHP, Python, MySQL, SQL, Vue, Laravel, Git, GitHub, technical documentation creation, user support and training, SEO, technical/business presentations, CloudFlare, AWS, Docker.

Certificates: IT Essentials (CISCO), CCNA Exploration: Network Fundamentals (CISCO).

Tools: Power BI, Excel, MS365 Apps, VSCode, Monday, MSTeams, TablePlus, OhMyZSH, Cursor, Notion.

Methodologies: Scrum, Kanban.

Languages: Native Portuguese, professional English, intermediate Spanish.