

## Sônia Muniz da Silva

Portugal - Porto | Nationality: Brazilian

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### SUMMARY

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IT Professional holding a BSc in System Analysis & Development, Technical Certificate in Computer Technician and possessing in excess of 9 years experience in web development, Support Technician, IT Technician, IT HelpDesk. Strong expertise in performing in-depth technical analysis, implementing procedures and policies, maintaining databases, utilizing software, and assisting in the smooth operation of the IT Department. A dedicated team player who performs well in both team based initiatives and solo projects; thriving in fast paced environments. Currently seeking new challenges whereby I can leverage my years of experience whilst continuing to develop professionally.

#### Areas of Expertise:

Web Development – Front End and Back End | Programmer | IT Support Technician | IT Helpdesk

### EDUCATION

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- **Bachelor Degree in System Analysis & Development** | Claretian University Center of São Paulo, Manaus, Brazil | Feb 2016 - Nov 2018
- **Technical Certificate in Computer Technician** | Foundation Research & Innovation Analysis Center of Manaus, Brazil | Feb 2008 - Dec 2010
- *NFQ Level 6*

#### Further Certifications & Training

- **Fundamentals of User Experience (UX) Design** | CIEE + Google | Aug 2023 (20 Hrs)
- **Start the UX design process: create empathy, define and ideate** | Google+CIEE | Feb 2024 (30 Hrs)
- **English Language Courses** | SEDA College/ Englishhours, Dublin, Ireland | 2019 / 2021
- **Complete SQL** | SoftBlues / Online Awarding Body | Jul 2017 (20 Hrs)
- **ITIL® Foundation Certification** | UDEMY / Online Awarding Body | Jun 2017 (10,5)
- **Basic Java** | Loiane.training / Online Awarding Body | May 2017 (20 Hrs)
- *Introduction to Databases, Data Normalization, Creating a Database, Manipulating Data, Relationship & Views, Special Functions & Subqueries, Data Access Control, ACID Transactions; Stored Procedures & Triggers*
- **PHP Academy** | DIVUS | Sept 2015 - Nov 2015 (80 Hrs)
- **Linux System Administration** | Amazon Network Foundation / | Jul 2012 - Aug 2012 (80 Hrs)
- *Introduction to GNU / Linux, Installing GNU / Linux, Partition Management & Formatting, File Systems & Directory Structure, Manipulating Files & Directories, User & Group Management, Files & Permissions, File Location, Installing Programs, Linux Server Administration*
- **Developer Academy** | GLOBAL CODE / | Aug 2012 - Oct 2012 (80 Hrs)
- *Programming Logic with Java and Arduino Hardware and Operating Systems Database with Mysql Network and Internet Development in Practice*
- **Introduction to .NET with C #** | DIVUS / | Oct 2012 (20 Hrs)
- **Java & Object Orientation** | DIVUS / | Nov 2012 - Feb 2013 (40 Hrs)

### EXPERIENCE

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Web Developer | Trendybrigade, Lda, <https://hommes.studio> Porto, Portugal | Feb 2024 – May 2024

- Trendybrigade engages in design activities, import, export, representation, and commercialization through traditional means, correspondence, and the internet, as well as the manufacturing of furniture and decoration items. WordPress/WooCommerce is currently the most used CMS by the company for E-COMMERCE. As a Web Developer within the group/company, I was able to carry out activities related to the maintenance and updates of the company's websites, such as: <https://hommes.studio>, <https://tapis-studio.com>, <https://marnois.com>, <https://uh2.eu>. I was able to make changes to the websites' layouts, create landing pages and responsive pages to improve user interaction, fix bugs, create PHP, JavaScript, CSS, and HTML scripts for different website functionalities, and perform client-side and server-side validations.

#### **Web Programmer | Aluclass - Lda, <https://www.aluclass.pt>, Trofa, Portugal | Aug 2021 – Feb 2024**

- Aluclass is a e-commerce company that specializes in the PrestaShop CMS. We currently manage four e-commerce websites for different countries: France, Spain, Portugal, and Germany. I am currently part of the programming team, contributing to various aspects of website development and maintenance.
- I created a website using CMS - WordPress, <https://www.nfi.pt>, for the company SEDE NFI. The website is responsive and was built using HTML, CSS, and JavaScript. Additionally, I developed a plugin to display all the videos and manuals for each product manufactured by the company. This has resulted in improved interactivity and customer satisfaction.
- I collaborated in the development of the (Web) front end for the product data sheets on the sales websites, using HTML, CSS, and JavaScript. This led to an enhancement in the appearance and a better user experience for the end users.
- **Successful Projects/Achievements**
- I collaborated in code reviews for the sales websites, focusing on essential metrics like Core Web Vitals, as well as SEO strategies. This resulted in an improvement of 80% of the pages in search engine results and other ranking factors, ensuring better delivery and a positive end-user experience.

#### **English Language Student | SEDA College/ Englishhours, Dublin, Ireland | Feb 2019 - Jan 2021**

- Period of time dedicated to the development of the English language and cultural immersion within Ireland. During this period, I have also held a part time role within a Hospitality setting, in a B&B; assisting in both housekeeping and reception duties; leveraging skills in time management, service standards excellence, crisis management and customer service.
- **Successful Projects/Achievements**
- Currently leveraging strong IT skills to oversee a project regarding the development of a booking system for the B&B. This project enables a smooth operation of reservations and a more efficient system.

#### **Web Developer – Front End | UNISOL - RIOSOLIMÕES INSTITUTIONAL SUPPORT FOUNDATION**

**([www.ufam.edu.br](http://www.ufam.edu.br)) Manaus, Brazil | Dec 2013 - Oct 2018**

- Demonstrate exceptional skills in areas pertaining to full stack: Javascript,php,html,css Bootstrap, Wordpress, Squarespace, Wii, CakePHP Developed platforms for remote medicine (Telemedicine).
- Optimized video conferencing settings: Thunderbird, polycom, cisco.
- Participated in key projects from a HelpDesk perspective: electrocardiogram, teleconsultations, installations and configuration of video conference equipment such as: Polycom, Thunderbird and Cisco, installation of programs such as Wincardio, installation of Electrocardiogram equipment, MAPA AND HOLTER (medical area), and presented statistical reports pertinent to demonstrating process progress.
- Maintained and configured a plethora of peripherals including; software, hardware and printers.
- Produced well designed, testable and efficient code by using best software development practices.
- Created website layout/user interface by utilizing standard HTML,CSS,PHP,Framworks practices.
- Integrated data from various back-end services and databases; executed all efforts pertaining to FrontEnd and BackEnd programming.
- Gathered and refined specifications and requirements based on technical requirements.

- Created and maintained software documentation.
- Responsible for maintaining, expanding, and scaling site activities.
- **Successful Projects/Achievements**
- Developed a web platform for Telemedicine called Tele-Dermatology that ensured a more efficient approach for people living beyond the easy commute of the capital. This service offered a consultation with the doctor without having to travel and therefore secured ease of service for clients while decreasing the flow of transient footfall. Thanks to this initiative a greater reach of patients were tended to and care plans rolled out to ensure a faster treatment process, therefore saving lives.

**IT Consultant | SM\_CONSULTING & SUPPORT ([www.smconsultoriaemti.com.br](http://www.smconsultoriaemti.com.br)) | Manaus, Brazil | Sep 2017 - Dec 2018**

**Self-Employed**

- Provided tailored and bespoke IT consulting solutions for small businesses, namely those in the food service and retail industries.
- Provided technology solutions appropriate to individual business objectives and project management practices and provided technical service and affordable tools necessary for everyday functions.
- Provided first level support to minimize interruptions in computer systems and related equipment, solving incoming interactions from clients.
- Created and managed users, computers, network printers and devices within the active directories.
- Installed and managed security groups using a group policy manager.
- Installed and managed servers, computers and network printers.
- **Successful Projects/Achievements**
- Harnessed a keen entrepreneurial instinct and eye for opportunity by seizing the chance to operate within a self employed capacity; offered exceptional technical knowledge and built a network of regular clients.

**IT Technician | POLO TELECOM TRADE & SERVICES ([www.polotelecom.com.br](http://www.polotelecom.com.br)) | Manaus, Brazil | May 2013 - Sep 2013**

- Provided integral support across Windows (End-User) systems.
- Demonstrated exceptional client partnership skills; offered remote access support for companies with centraistelefônicas: Panasonic, Siemens Hipath.
- Ensured the efficient and effective processes surrounding TCP / IP network configurations.
- Demonstrated a wealth of knowledge in PHONE2B, IP PBX.
- Provide maintenance across all technical peripherals including desktops, notebooks, components and peripherals exchange.
- Operated a busy HelpDesk; consistently sourced best practise solutions to issues and demonstrated a keen ability to effectively manage customer liaison.
- Process troubleshooting exercises across all software/hardware/network issues as they arose.
- Expertly configured all office PCs to run at optimal levels.
- Reviewed, analyzed, and renewed all IT equipment contracts (i.e. - multifunctional printers, ISP, security system, telephony).
- Assisted IT colleagues on resolving server issues and server upgrades.
- Trained colleagues regarding updates and operating procedures of systems.
- Created, managed, and set-up email addresses for colleagues and implemented new technologies while reducing IT costs throughout the company.
- Developed strong client relationships through a proactive and pleasant approach to interactions.
- Ensured the basic configuration of routers and network equipment.
- Developed and demonstrated knowledge of network concepts (IP addressing, NAT, static / dynamic IP).
- **Successful Projects/Achievements**
- Successfully participated in a team with strategic vision and technical capacity; ensured a client centric experience for users and built a technological solution based on individual client requirements.
- Developed a new employee orientation program which was adopted by 70% of company locations.
- Responded to over 50 customer calls daily and resolved 65% of concerns.
- Due to exceptional service standards, I was awarded a Customer Service award.
- Assisted the IT Manager regarding solutions collection for external customer service which yielded an increase in satisfaction by 58%.

**Diagnostic Technician | Nokia ([www.nokia.com](http://www.nokia.com)) Manaus, Brazil | Jun 2010 - Jul 2012**

- Diagnosed, analyzed and repaired defects in the production process of cell phones.
- Applied lean manufacturing techniques, with the purpose of reducing losses and optimizing processes.
- Ensured the follow-up on Lean manufacturing techniques.
- Conducted surveys of the common defects report regarding production process. RIP(Routing Information Protocol): rework, modification and repair of assemblies.
- Developed familiarity with the following equipment: soldering iron, blower, multimeter, etc.
- Read and interpret electrical schematics.

**Successful Projects/Achievements**

- Implemented process improvements within the produced line which reduced cell phone board losses and secured greater productivity.
- Reduced the number of cell phone boards for rework by 62%.
- Verified instrument calibration problems before a larger number of cell phone boards were processed.
- Identified flaws in the production line process, optimized and aligned best practices to avoid waste; recalled loss reduction is a premise for a company to survive in an increasingly competitive market.

**GENERAL SKILLS**

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- **Language Skills:** Portuguese (Native) | English (C1 - Advanced)| Spanish (Intermediate)
  - **Computer Skills:** HTML,CSS,Javascript,PHP,Ajax,Jquery,Laravel,Bootstrap,Materialize,Git-Github,Wordpress,Prestashop,MySQL,SqlServer,PostgreSql,GoogleVitals,Google Ads,Visual Studio Code,SublimeText,Cpanel.Filezilla,XAMPP,WAMP,Photoshop,Office365,Windows Server 2012,Linux,TCP/IP, ITIL processes.

***References Upon Request***