



# TONY SANTOS

## JUNIOR SOFTWARE DEVELOPER

### SUMMARY

After years of experience in marketing and customer support, I have decided to return to programming, and I am actively seeking entry-level Python developer opportunities.

My background in customer-facing roles has optimized my communication and problem-solving skills, which I believe will be valuable assets in a programming role.

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### CODING SKILLS

- Fundamentals in JavaScript and Python
- Fundamentals in SQL
- Fundamentals in Computer Science
- Fundamentals in HTML and CSS

### CODING LEARNING

- Grasshopper by Google (JavaScript)
- Python 4 Everybody by Chuck Severance (Python)
- CS50 Computer Science by Harvard School (SQL, Computer Science)
- Responsive Web Design by Freecodecamp

### INTERESTS

- Machine Learning
- Artificial Intelligence
- WEB 3

### WORK EXPERIENCE

#### CUSTOMER SUCCESS & SUPPORT

**Dharma5 | March 2018 - January 2022**

Gather user stories, plan marketing strategy, monitor customer requests, solve customer issues, communicate with marketing and web development team.

**Skills:** Zendesk Support · Wow · Digital Marketing · Client satisfaction ·(CRM)

#### CUSTOMER SUCCESS AGENT

**Dharma5 | May 2016 - January 2017**

Customer support, blog article writing, email marketing, newsletters, and social media management.

**Skills:** Blog marketing · Business newsletters · Social media · Copywriting · Email marketing

#### PRODUCTION ASSISTANT - INTERNSHIP

**ESECTV | March 2012 - July 2012**

Gather information for interviews. Technical support for field and studio recording. video/audio editing. Sscriptwriting.

**Skills:** Adobe Premiere Pro · Media production · Television · Video editing

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## INTERNSHIP - GAME DEVELOPER

Typestry Software | May 2007 - July 2007

Basic knowledge in 3D modeling. Experience with Blender software. Introduction to programming in JavaScript and Python.

**Skills:** Programming, Python, JavaScript, Blender, 3D modeling.

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## CONTACT ME

**Email:** tmds51100@hotmail.com

**Whatsapp:** (+351) 913771231

**Linkedin:** [Tony Santos](#)

**GitHub:** [My Repository](#)

**Viseu, Portugal** (Available for Remote Work)

## LANGUAGES

- Portuguese (Native)
- French (Fluent)
- English (Fluent)

## EDUCATION

### ESCOLA SUPERIOR DE EDUCAÇÃO DE COIMBRA

Master's in Communication and Marketing | September 2013 - January 2016

Training in digital marketing and consumer behavior.

### ESCOLA SUPERIOR DE EDUCAÇÃO DE COIMBRA

Bachelor's in Social Communication | September 2009 - August 2012

Training in information analysis and transformation.

### ESCOLA SECUNDÁRIA AVELAR BROTERO

Degree in Multimedia Technologies | September 2005 - July 2008

Training in video, image, sound, web and code manipulation for digital platforms (Python, HTML, CSS, ActionScript, MS Access).