

# Kamilly Higino

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## PROFILE

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Enthusiastic and detail-oriented professional with 6 years of customer support experience, possessing a strong passion for programming and a focus on becoming a Programmer. Proficient in support, diplomacy, and a self-taught Spanish and English speaker with Portuguese as a first language. Adept at thriving under challenging circumstances such as tight deadlines, resource constraints, or taking over ongoing projects, and committed to continuous learning and skill development.

## PROGRAMMING EXPERTISE

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**Project: Cafelito shop, Landing Page** [↗](#) Mar 2024 – Mar 2024

- Three days of development using HTML5 and CSS3.

**Project: Cycle Mate, Sign-in page** [↗](#) Mar 2024 – Mar 2024

- A sign-in page for an app for menstrual cycle tracking.
- Developed in five days using HTML5 and CSS3.
- Responsive page.

**Project: Game On, News Page** [↗](#) Mar 2024 – Apr 2024

- Developed in a week using HTML5 and CSS3.
- Display latest gaming news articles.
- Filter articles by category (e.g., reviews, updates, announcements).
- Responsive design for optimal viewing on different devices.

## SKILLS

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### Technology

HTML5, CSS3, JavaScript, Linux.

### Tools

Git/GitHub, VsCode, Figma, dev Tools, Hubspot, ClickUp.

## LANGUAGES

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### Portuguese

Native

### Spanish

Domination Language

### English

TOEFL - B1

## EDUCATION

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**Full-Stack Web Development, Trybe** 2021 – present

- The course prepares students to become proficient web developers, covering a range of modern technologies from HTML and CSS to Node.js, React, and SQL. Through hands-on projects and real-world challenges, students develop solid, market-ready skills.

Remote, Brazil

**Medical College, Universidad Nacional de Rosario** [↗](#) 2015 – 2019

- Average score: 7
- Not completed.

Rosario, Argentina

**High School Degree, Escola Estadual de Ensino Médio Ildefonso Simões Lopes** 2010 – 2014

- Average score: 8.75.
- Senior Class Commencement Speaker.

Osório, Brazil

## PROFESSIONAL EXPERIENCE

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### Customer Service Representative, *Outtrip*

2022 – 2023

Remote, England

- Work as a full-time Customer Service representative in a Travel Tech company specializing in equipment rentals and adventure packages in Latin America, with a focus on Argentina and Chile.
- Collaborate in a team environment, engaging with potential clients, understanding their needs, and presenting information about products to facilitate purchases.
- Manage vendor relationships and contribute to the development of new clients.
- Conduct training sessions for new employees in customer service.
- Identify errors in processes and provide solutions to enhance workflow efficiency

### Project Manager Assistant, *Taranis*

2020 – 2021

Remote, Uruguay

- Assisted an agroecomonomics company as a freelancer for a fixed period.
- Prepared reports, followed up on projects, and managed project updates and notifications.
- Created and managed tickets for project-related tasks.

### Retail Sales, *Bronze Biquinaria*

2010 – 2019

Capão da Canoa, Brazil

- Worked with family in retail customer support representative roles.
- Supported people of various nationalities, learned effective communication, and resolved problems with different languages.

## PROJECTS

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### Research on Brazilian Adventure Tourism Companies

Nov 2022 – Feb 2023

- Conducted comprehensive research on Brazilian adventure tourism companies, exploring industry trends, key players, and market dynamics.
- Compiled and analyzed data to provide insights into the competitive landscape and potential opportunities for business development.
- Presented findings in a structured report, demonstrating strong research, analytical, and communication skills.

## EXTRACURRICULAR ACTIVITIES

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### Coding Club

Remote, Brazil

- Actively participated in a coding club, collaborating with peers on coding projects, problem-solving, and staying updated with industry trends.
- Demonstrated commitment to continuous learning and skill development in the field of web development.

### English Club, *Book and Movie club in English*

Remote, Worldwide

- Participated in a book club and movie club in English, enhancing language proficiency and cultural understanding.
- Engaged in discussions, shared perspectives, and explored various literary and cinematic genres.