



RITA MIGUÉNS

ABOUT ME

I'm Rita, I'm 33 years old.
Love animals and nature. I'm in love with new tech that's why I've been dedicated last year learning programming languages.

SKILLS

- SQL
- .NET Core
- ASP .NET MVC
- C#
- HTML
- CSS
- JavaScript
- Public Speaking
- Time management
- Resilience

CONTACTS

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 <https://github.com/rpmiguens92>

HOBBIES

I really like to absorb a good book. Currently reading "12 Rules for Life".

Travel and sewing are also on my favourites. I've a small project called @sewingthingswithlove where I give wings to my imagination and creativity. I do a lot of research about random contents, Biology, Geopolitics, Coding, AI, Wellness are some of the main subjects.

PROFESSIONAL EXPERIENCE

Petshop Manager/Petgroomer

Rita - Banhos e Tosquias, Lisbon, Portugal
12/2018 - 11/2023

Working as Petgroomer I managed to do skin treatments, commercial and breed specific grooming. A big part of my brand was focusing on training people where I provided grooming workshops. As a part of my job I was in charge of all commercial and financial management.

Customer Service Representative

Telus International Europe, Sofia, Bulgaria
06/2016-12/2018

Main role as CSR was giving finance and technical support in a project from Mastercard providing web assistance, activate, cancel and replace cards. Cardholders could contact us via e-mail and phone. The communication was in Portuguese or in English. Team scheduling and Amendments Department were also my responsibility. I used to manage the team schedule according Mastercard needs while trying to accommodate the team's wishes. In Amendments Department I used to check all documents that cardholders sent to us in order to update their accounts.

EDUCATION

Technical Course in Programming

CINEL, Lisbon, Portugal
01/2024-11/2024

1400 hours fullstack developer course.

Databases Programming

CINEL, Lisbon, Portugal
03/2023-07/2023

150 hours modular course.

- Database management systems
- Algorithms
- SQL (Basic and Advanced)

Business Planning

EPHTL, Lisbon, Portugal
04/2022-06/2022

50 hours modular course.

- Time management
- Business structure
- SWOT analysis
- Break even analysis
- Financial planning and control cash flow forecasting