

# Diego Magno

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## Summary of Qualifications

Web developer with a solid foundation in HTML/CSS, SCSS, and JavaScript. Currently enrolled at Rocketseat coding school, staying updated with industry trends and best practices. Participated in over 70 web projects since 2017, including a React Hackathon at Planes Studio in London.

Experienced in ReactJS, CSS-in-JS, NodeJS, KnexJS, SQLite, and SQL. Also familiar with Tailwind CSS and Typescript. Skilled in using Visual Studio Code, Insomnia, Git, GitHub, and WordPress.

Currently a Brazilian Portuguese Customer Service Advisor at bet365. Actively seeking an opportunity to return to the web development field.

My goal is to continue contributing to innovative projects, assist businesses expand through technology and grow within a dynamic team.

## Education

- **Computer Science:** University Estácio de Sá (Brazil). Dec/2018 (4 years)
- **Bootcamp at Johns Hopkins University School of Education:** HTML, CSS, and Javascript. (40 hours)
- **Advanced Bootcamp at Rocketseat:** specialised in HTML, CSS, NodeJS, ReactJS. (100 hours)
- **Languages:** Proficient in Portuguese and English.

## Experience

- **Brazilian Portuguese Customer Service Advisor at bet365 (Stoke-on-Trent): January 2024 – Present**

As a Customer Service Advisor at bet365, a world-leading online gambling company and the UK's largest, I am dedicated to ensuring exceptional customer experiences across phone, chat, and email channels.

Key activities include:

- **Troubleshooting:** Assisting customers in identifying issues and providing step-by-step solutions.
- **Analysing Betting Queries:** Proficient in comprehending and researching sports and eSports to effectively address customer inquiries.
- **Coordination:** Collaborating with internal departments to efficiently resolve customer inquiries.
- **Promoting Responsible Gaming:** Promote responsible gaming practices among customers.
- **Maintaining Compliance:** Keeping up-to-date with policies, procedures, and licensing requirements.
- **Exceptional multitasking:** Managing up to three concurrent chat conversations independently, and up to six simultaneously when coordinating with relevant departments or more.

- **Senior Customer Service Advisor at Conduent (Bournemouth): Apr 2019 – December 2023 (4 yrs 9 mos)**

As a former Google Play Store Advisor working with Google, I collaborated to ensure exceptional customer experiences across phone, chat, and email channels. During my tenure, I achieved 12 consecutive months of perfect cases with weekly quality assurance evaluations, a high monthly customer satisfaction score and dedicated around 5000 hours of optional overtime.

Key activities include:

- **Troubleshooting:** Help customers identify issues and give steps on how to solve them, escalating to Google Bug teams if necessary.
- **Cases handling:** Prioritise cases to meet SLAs, resolve high volumes of customer complaints, ensuring client satisfaction. Maintain accurate case documentation with relevant notes, ensuring transparency in actions taken.
- **Strategic Initiatives:** Identify and propose solutions for customer, business, and client issues. These proposals are sent to Google to be implemented in their products.

Aside from these major activities I've also participated in various other initiatives, such as helping in language assessments for new hires and represented the Night Shift team during a company consultation period by gathering employee suggestions, engaging in direct communication with company managers, and reporting feedback to the team.

**Tech Stack:** HTML.

- **Technical Support Engineer at CSoftware (Brazil): Nov 2017 – Sep 2018 (11 mos)**

The company creates software for hospitals and clinics, I was responsible for testing and improving company software and websites, helping clients with questions, installations and issues with our products.

Key activities include:

- **Quality Assurance:** Testing the company's software and website features, providing ideas on how they could be improved, and reporting any issues
- **Help clients:** Through phone, chat, and remote access, addressing questions about the company's software and websites, and assisting in installing and managing company software on clients' systems.
- **Update products:** Making updates on clients' websites as requested.

As part of a project to update the main website, I was responsible for managing the products page, including the addition of important product details, attractive images, and relevant links to enhance the overall user experience.

**Tech Stack:** HTML, CSS and JavaScript.

- **Customer Service Representative at BK Consultoria (Brazil): Dec 2015 – Jun 2017 (1 yr 7 mos)**

Assisting customers in a government facility responsible for tasks such as issuing/renewing government documents with bookings, providing clarity on the procedures, checking documentation and helping the entire operation run smoothly by being proactive.

Key activities include:

- **Bookings:** Help customers understand they can book visits, assist booking in the app and doing it myself.
- **Guidance:** Provide friendly guidance on government document processes.
- **Work Environment:** Be the first point of contact to employees in need, identify any possible issues and escalate matters to managers if necessary.