MONICA FARIA CAIRES

FRONTEND DEVELOPER

CONTACTS

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📍 Ansião, Leiria, Portugal

CERTIFICATION

CS50x: CS50's Introduction to Computer Science

Harvard University

Frontend Developer Career Path

Scrimba & MDN

Complete Web Developer in 2025

Zero to Mastery Academy

SKILLS

HTML/CSS · JavaScript · TailwindCSS · Astro · React · TypeScript · Git/GitHub · Microsoft Office Suite

LANGUAGES

| PORTUGUESE | Native | ●●●●● |
| ENGLISH | Native | ●●●●● |

SUMMARY

Eager to bring efficiency and creativity to dynamic projects, while continuously honing my skills in building scalable, responsive web applications that shine in form and function. I thrive on turning complex ideas into sleek, user-friendly experiences — think of me as a digital Marie Kondo, but with code.

EXPERIENCE

Teleperformance Portugal SA
Lisbon, Portugal

Project Management Office Analyst
01/2025 - Present

- Integrated Microsoft's Partners Innovation & Improvement department.
- Tracked progress, identified risks, and implemented solutions to improve project outcomes. I managed workflows, facilitated communication, and introduced innovations to enhance efficiency and processes.
- Through analysis and reporting, I ensured data-driven decisions and successful project delivery.

Teleperformance Portugal SA
Lisbon, Portugal

Operational Trainer
05/2021 - 01/2025

- As part of Microsoft's Partners training department, I provide guidance and training as well as create training materials, leveraging the SAP SuccessFactors suite, and report training data through Microsoft Excel and Power BI.
- Additionally, I supported my team by serving as a backup Training Manager, which has allowed me to interact with high-level roles.

Teleperformance Portugal SA
Lisbon, Portugal

Operations Customer Expert
07/2019 - 05/2021

- Delivered exceptional customer service by addressing client concerns and ensuring satisfaction, while also supporting project management in maintaining team morale and assisting colleagues with procedure and service-related questions.