

Joaquim Costa

joaquimdacosta1999@gmail.com[LinkedIn](#)[GitHub](#)[+27681486307](tel:+27681486307)[Joaquim Costa Portfolio](#)[Medium](#)[Substack](#)[Credly](#)[FreeCodeCamp](#)

Education

Zetaweb Institute

Advanced Diploma in Business Management

Source: [Advanced Diploma in Business Management](#)

Dec 2020

Cape Town, SA

Work Experience

BestService

Sep 2024 – Present

Technical Support Specialist

Cape Town, SA

- Provide technical support and maintenance for call center systems, including Kayako, Xcally Motion and other call center applications.
- Troubleshoot and provide remote support to resolve hardware, software, and network-related issues for casino staff and systems.
- Assist employees with system access, password resets, and basic troubleshooting for workstations and applications.
- Install, update, and configure software remotely to ensure optimal functionality.

Dorvon PL

Jan 2023 – April 2024

Customer Support

Cape Town, SA

- Use a deeper understanding of the product or service to troubleshoot issues and assist agents in resolving customer problems.
- Take ownership of cases that cannot be resolved by agents, handling more technical, complex, or sensitive issues.
- Collaborate with other teams and departments to address issues that require in-depth technical expertise or feature adjustments.
- Suggest process improvements or customer service practices and create tasks in Jira Software, Intercom and Slack.

Convio Int

Fev 2020 – April 2021

Customer Service

Cape Town, SA

- Use a deeper understanding of the product or service to troubleshoot issues and assist agents in resolving customer problems.
- Take ownership of cases that cannot be resolved by agents, handling more technical, complex, or sensitive issues.
- Collaborate with other teams and departments to address issues that require in-depth technical expertise or feature adjustments.
- Delivered high-quality customer support through various channels, including live chat, email, and phone, handling inquiries about game rules, account issues, and bonus offers.

Projects

My Portfolio

HTML | CSS | JavaScript

This is my personal portfolio website with showcasing projects, skills, experience, and contact information, Responsive design, Smooth scrolling navigation, Animated typing effect, Scroll-to-top button, Contact form with validation.

[Code Source](#) / [Live](#)

Quiz Game

HTML | CSS | JavaScript

Building Features...

[Code Source](#)

To do List

HTML | CSS | JavaScript

A simple and interactive To-Do List application that allows users to manage daily tasks efficiently. Built using HTML for structure, CSS for styling, and JavaScript for dynamic functionality, the app supports [Code Source](#)

Certificate

IT Professional Course Completion: Optimi College: [Link](#)

LinkedIn-Learning-Certificates-and-Accomplishments: [Link](#)

Oracle Certifications and Exams: [Link](#)

Coursera Certificates and Accomplishments: [Link](#)

Technical Skills

Languages: HTML, CSS, JavaScript and Python

IT Service & Networking: Hardware & Software Troubleshooting, System & Server Administration Cloud & Virtualization, Network, Security

Developer Tools: Git & Github, command Line, Jira, GitLab, Bitbucket, Azure, Google Cloud, Codeberg, Gitea Gogs, Vercel

Soft Skills: Communication, Problem-Solving, Time Management, Adaptability, Team Collaboration

Languages

Portuguese: Native

English: Fluent / Professional