



# Cláudio Pinheiro

## Technical Front Office Customer Service Assistant

Tech-savvy customer service specialist, passionate about gaming, programming, and continuous learning.

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🐙 github.com/syl3n7

## SKILLS

Active Listening

Office Suite

Adobe Suite

MacOS

Windows

Linux

Proactive

Good Diction

Programming

C#

Java

NextJS

Unity Engine

## LANGUAGES

Portuguese  
Native or Bilingual Proficiency

English  
Full Professional Proficiency

## INTERESTS

IT

Reading

Music

Networking

Gaming

Game development

Programming

Photography

Watching movies

## WORK EXPERIENCE

### Technical Customer Service Assistant Front Office - Intelcia

08/2020 - Present

Porto, Portugal

Intelcia working for the client MEO from Altice

Achievements/Tasks

- Average of 85% NPS
- Average of 12 minutes per call
- Handle conflict resolution

## CERTIFICATES

Shawacademy Photography (06/2017 - 06/2017)

## PERSONAL PROJECTS

Home Laboratory (02/2022 - Present)

- Built a Homelab for tinkering with various forms of software, hosting my own website and more!

## EDUCATION

### Digital Games Development Polytechnic Institute of Maia

09/2021 - Present

Maia, Portugal

### IT Escola Secundária de Gondomar

06/2016

Porto, Portugal, 14

Courses

- Técnico de programação de sistemas informáticos

## ACHIEVEMENTS

First homelab server (01/2021 - Present)

Bought my first pc to serve the homelab

First Game made with processing (12/2021 - 12/2021)

This game demonstrated our knowledge of the principles of OOP learned at uni.

Second homelab server (07/2024 - Present)

Bought my second pc to serve the homelab

Made my portfolio (12/2024 - Present)

Researched and developed from scratch using NextJS