



Leo Caju

IT Project Manager

BUDAPEST, HUNGARY

Details

Budapest, Hungary
+36 (30) 638-0542
leo@caju.org

DATE OF BIRTH
1976-10-03

NATIONALITY
Brazilian

Social Profiles

[LinkedIn](#)

[Website](#)

Skills

Internet Research

Technical Writing

Typing

Microsoft Word, Excel, (Office)

Quickbooks

Infinite Kind's MoneyDance

HTML/CSS

Adobe Photoshop & Premiere

Windows/Mac

Languages

English

Portuguese

Spanish

Profile

- Multilingual IT Project Manager, Researcher, Web Developer, Designer, Translator, Writer and Contributor, with 20 years experience with Information Technology and the Internet.
- Outgoing, detailed oriented, good listener, fast learner, and a team player. Enjoys working in collaborative environments. Good ability to organize, multi-task, and follow up on simple complex projects.
- Excellent computer skills. Hardware and software troubleshooting experience. Experience with software testing and a valuable contributor to the improvement of software design and usage. Has lots of technical support experience, with good ability to train and guide customers through technical difficulties.
- Experience compiling technical manuals, guidelines, and reports. Excellent communication skills, verbal and written.
- Native level English (US) and Portuguese (BR), with translation and teaching experience. Fluent Spanish.
- Hungarian resident married to an EU citizen.

Education

Information Technology, Faculdade de Alagoas, Maceió, Brazil
[February 2009](#) – [February 2010](#)

Business Administration, Santa Fe Community College, Gainesville, Florida
[February 1997](#) – [November 1998](#)

Business Administration, Tallahassee Community College, Tallahassee, Florida
[February 1996](#) – [February 1997](#)

Employment history

Freelancer & Translator at Caju Inc., Maceió, Brazil
[January 2011](#) – [August 2016](#)

Freelance web design, marketing research, outsourcing, consulting, and English-Portuguese translations. Efficiently communicated with IT talent, recognizing individual skills that match a particular project (or part of a project), negotiating terms, follow up, and managing deadlines. Hired and worked with many qualified individuals and companies from the United States, Brazil, Romania, India, and China.

Web Architect, Researcher, Translator at Governo de Alagoas, Maceió, Brazil
[May 2009](#) – [October 2010](#)

Worked with design and Internet research. Translation of documents from English to Portuguese and vice-versa.

Customer Support Manager at Hostland Inc., Miami, Florida

June 2005 – October 2007

- Manager of Technical Support team. Directly interacted with customers via email and phone to resolve wide varieties of complex and simple issues. 24/7 availability for emergencies.
- Learned and applied new SEO and online marketing strategies.
- Prompt and effective customer interactions ensured that company's reputation was upheld and customers were satisfied. Delivered and maintained impeccable customer service even in frustrating circumstances.

Freelancer & Consultant at Caju Inc., Miami & Gainesville, Florida

January 2004 – June 2005

Freelance work with web design, marketing research, outsourcing, consulting, and translation.

Project Manager at Palace Press International, San Rafael, California

February 2003 – January 2004

- Oversaw design and printing production of high quality books. Made sure our Design Team met customer's expectations in design quality, maintained production schedules, met with clients, and negotiated printing rates for client's projects. Client and vendor interaction were key to creating and delivering an excellent product.
- Involved with Internet research and writing guidelines for company's online marketing and sales strategies.
- Organized successful improvements with updated use of technology for collaboration and project review between client, design team, editors, and book printers during all stages of production.
- Duties also included office technical support of a network of 54 computers and 3 (Web/Mail/FTP) servers.

Project Manager at Netcontents Inc., Gainesville, Florida

January 1998 – January 2003

- Created and maintained a Web Hosting and Design Company.
- Managed outsourcing of Eastern European and Asian programmers to assist in coding e-commerce web sites and client custom projects. Remote management of personnel and good communication were essential to making sure projects were delivered on-time and to client satisfaction.

■ Courses

Social Media Management & Security, Fernando Souza

August 2012 – August 2012

Teaching Conversational English, Top English

October 2012 – October 2012