



Leo Caju

Information Technology

📍 BUDAPEST, HUNGARY

Details

Budapest, Hungary

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leo@caju.org

🌐 Social Profiles

[Portfolio](#)

[LinkedIn](#)

🌐 Languages

English

Portuguese

Spanish

♥ Hobbies

Yoga

Swimming

Volleyball

Photography

Video

Exploring Nature

👤 Profile

- Multilingual / Webmaster / Technical Support Specialist with 15 years experience. Detail oriented, fast learner, and a team player. Enjoys working in collaborative environments.
- Developed complete website projects: brand concept, research, design of logo, design of website, navigation structures, e-commerce implementation, database, documentation, training, and support.
- Extensive computer experience, troubleshooting of hardware and software, technical support, and software usability testing. Experience with training and guiding customers through technical difficulties. Experience writing technical manuals, guidelines, and reports.
- Native level English (American) and Portuguese (Brazilian). Experience with translation and teaching English as a second language. Fluent Spanish.

📁 Employment History

Freelancer

2012 – Present

- Freelance web design, consulting, and English-Portuguese translations. Efficiently communicated with outsourced IT talent, recognizing individual skills to match a particular project, negotiated terms, managed deadlines and follow up. Worked with individuals and companies from the United States, Brazil, Romania, India, and China.

Web Architect / Translator at Governo de Alagoas, Maceió, Brazil

2009 – 2011

- Designed the government portal of State of Alagoas and its content structure. Translated documents and content from English to Portuguese, and vice-versa.

Technical Support Manager at Hostland Inc., Miami, Florida

2005 – 2008

- Interacted with customers via email and phone to resolve wide varieties of complex and simple issues. Coordinated and trained other support agents . 24/7 availability for emergencies.
- Learned and applied new SEO and online marketing strategies.
- Prompt and effective customer interaction ensured that company's reputation was upheld and customers were always satisfied.

Project Manager at Palace Press International, San Francisco, California

2002 – 2004

- Oversaw design and printing production of high quality books. 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 marketing 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 technical support for staff in a network of 54 computers and 3 Web/Mail/FTP servers.

Education

Information Technology, Faculdade de Alagoas, Maceió, Brazil

Business Administration, Santa Fe Community College, Gainesville, Florida

Business Administration, Tallahassee Community College, Tallahassee, Florida

Courses

Social Media Management & Security, Fernando Souza
[2012](#)