LUIS RIBEIRO

Computer Science and AI Specialist

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SUMMARY

Early career stage computer science and artificial intelligence professional with over 2 years of professional experience in development and IT support environments. Very well-acquainted with Microsoft systems administration, inventory management, hardware & software maintenance.

EDUCATION

B.S. Computer Science

UDM   📅 2022 - Present   📍 Maputo, MZ

EXPERIENCE

AI Support and systems administrator

TransDigital   📅 02/2023 - Present   📍 Maputo, MZ

Mozambican based company that provides IT and AI services to clients at national and international level

- Provide support to clients on all cloud computing solution provided by TransDigital
- Develop chatbots for clients
- Responsible for the rollout of AI solutions to 5 clients and resolving any connective or user experience issues
- Provide technical support and troubleshooting for chatbot applications, resolving client issues within a timely manner and maintaining a 95% satisfaction rate
- Conduct regular testing and debugging of chatbot software, achieving a 98% accuracy rate and reducing error frequency by 50%

Front End Developer

Upgrade Consultoria   📅 04/2022 - 01/2023   📍 Maputo, MZ

Upgrade Consultoria is a small Mozambican company that provides web development services to clients nationwide

- Develop and implement responsive designs for client websites, resulting in a 20% increase in user engagement and a 15% reduction in bounce rates
- Collaborate with a team of designers and developers to create and launch a new e-commerce platform, resulting in a 25% increase in online sales
- Conduct extensive user research and usability testing to improve the user experience of existing websites, resulting in a 30% increase in customer satisfaction
- Maintain and update code for multiple websites, ensuring compliance with industry standards and best practices, resulting in a 99% uptime rate

SKILLS

Web development   Computer Network

A+   Troubleshooting   Cloud Computing

Machine Learning   Deep Learning

Infrastructure   Programming   VPN

Natural Language Processing

Active Directories   Linux

Hardware management   MySQL

CERTIFICATION

Front-end development
Code Acdemy, 2022

Machine learning & Deep Learning
DataCamp, 2022

Building Chatbot
DataCamp, 2022

STRENGTHS

🛠 **Neat & Tidy**
When I configure systems, come up with solutions, or do any work, I try to be as neat and tidy as possible. By doing so I ensure that others will be able to work on the system in the future.

⊕ **Quick but Precise**
Always trying my best to finish the work as soon as possible and get everyone back to work. This has saved companies over $300K in losses.

💬 **Communicative**
Not too quick to draw any conclusions. I take my time and try to pinpoint the problem with the right questions.

▤ **Multitasking**
Comfortable juggling 2-3 projects at once.