

JOEL L. SANTOS

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EXPERIENCE

- **TW Twins Lda** Luanda, Angola
IT Assistant (School Internship) *Apr 2023 – Jun 2023*
 - **Key Project or Achievement:** Performed hardware diagnostics and maintenance while creating a comprehensive company inventory using MS Office 365, which optimized equipment management and reduced downtime.
 - **Technical Implementation:** Configured virtual machines (Windows 8.1 and Linux Ubuntu) via Oracle VM VirtualBox, ensuring isolated and secure environments for software and operating system testing.
 - **Documentation & Strategy:** Developed standardized technical documentation and conducted a SWOT analysis of the IT infrastructure, providing the organization with a clear overview of vulnerabilities and opportunities.
 - **Tech Stack:** MS Office 365, Oracle VM VirtualBox, Windows 8.1, Linux Ubuntu, PC Hardware.

EDUCATION

- **Instituto Superior de Engenharia de Coimbra (ISEC)** Coimbra, Portugal
BSc in Computer Science and Engineering *Sep 2024 - Present*
 - **Notable Modules:**
 - * Strong foundational skills in C, data structures, and memory allocation.
- **Complexo Escolar Privado Pitruca Camama** Luanda, Angola
Technical Course in IT (IT Technician) *Feb 2019 - Aug 2023*
 - **Final Project:** Development of a Web-Based Management System for the Hotel Home (SGHH).
 - **Notable Modules:**
 - * Hardware Maintenance & Diagnostics
 - * Operating Systems (Windows) & Networks
 - * Introduction to Programming and Web Development & Database

PROJECTS

- **Local AI Financial Agent (“Edu”):** Developed a local financial educational assistant using Python, the Streamlit framework, and Ollama. Integrated locally hosted Large Language Models (LLMs) to create a functional, free-to-use web application focused on personalized financial education without relying on paid external APIs.
- **Bilingual IT Portfolio & Technical Devlog:** Built a modern, component-based personal website and markdown blog using the Astro framework and Tailwind CSS. Implemented advanced SEO practices and structured JSON-LD schema markup to ensure AI-readability and target the international IT support and software engineering market.

TECHNICAL SKILLS

- **Programming Languages:** C, Python, JavaScript, HTML/CSS.
- **Frameworks & Software:** Astro, Tailwind CSS, Streamlit, Blender, Oracle VM VirtualBox, MS Office 365.
- **Environments & Tools:** Linux (Zorin OS, Ubuntu), Windows 11, Git, Ollama (Local LLMs), Bash/Terminal Scripting.
- **Core Competencies:** IT Helpdesk & Support, Hardware Diagnostics, System Maintenance

LANGUAGES

- **Portuguese:** Native | **English:** Elementary | **Spanish:** Elementary