

Caroline Vitória Paneco

Software Developer | carolinepaneco.com

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21 anos | 23/06/2004

Goal

To specialize in cross-platform software development, focusing on solving real-world problems and continuously improving my skills to deliver increasing value to clients, companies, and projects.

Education

Tech Degree in Systems Analysis and Development

UNIP – Start: 02/2023 | Completion: 01/2025

Tech Degree in Multiplatform Software Development

FATEC – Start: 02/2026 | Expected Completion: 12/2028

Skills and Knowledge

Languages: English (B2), Spanish (Intermediate), Japanese (N5)

Programming: C, C#, C++, Python

Web Development: HTML, CSS, JavaScript, React

Android Development: Android Studio

Databases: MySQL

Tools: Git, Azure DevOps

Methodologies:

- Object-Oriented Programming (OOP)
- Layered Architecture and MVC
- Agile Methodologies (Scrum)

Additional Skills:

Intermediate Excel

Task organization and planning

Customer service and negotiation

Additional Knowledge:

Electronics, Arduino, Embedded Systems, Game Development.

Professional Experience

GR Promoções de Vendas LTDA – Business Consultant (Retention)

September 2022 – May 2024

- Provided post-sales support via phone, ensuring high-quality customer service and issue resolution
- Handled customer feedback, complaints, and requests, offering solutions focused on negotiation and retention
- Collaborated with cross-functional teams to improve customer service processes and client satisfaction

Condumax Metalúrgica LTDA – IT Infrastructure Assistant

September 2024 – February 2025

- Provided help desk support, diagnosing and resolving hardware, software, and network issues
- Delivered technical support to users (on-site and remote), ensuring operational continuity and user satisfaction
- Performed preventive and corrective maintenance on computers and peripherals
- Installed, configured, and updated operating systems and corporate software
- Managed users, permissions, and access within internal systems and networks
- Supported and maintained ERP Protheus, including incident handling and user assistance
- Assisted in IT asset inventory management and equipment control

AGTECH – Junior Software Developer

February 2025 – March 2026

- Developed embedded systems in C++ focused on agricultural automation
- Implemented monitoring and control solutions for field devices
- Integrated hardware and software to optimize processes in the agricultural sector
- Used Git and Azure DevOps for version control and project management
- Supported automation of routines and improvements in operational efficiency

To learn more about me and explore my current projects, visit my portfolio:
www.carolinepaneco.com