



ESMAEL BORGES

RECEPTIONIST & DIGITAL FREELANCER

CONTACT

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B13. São Paulo, Santa Maria

esmaelborges.com

SKILLS

- Effective Communication
- Interpersonal skills
- Handling inquiries & complaints
- Organizational abilities
- Microsoft Office (Word, PowerPoint, Excel, Outlook)
- Basic programming & web development
- Video & image editing, logo design
- Adobe Photoshop, Premiere Pro, Illustrator
- Responsible, Diligent, Team work

LANGUAGES

- Crioulo (Native)
- Portuguese (Fluent)
- English (Fluent)
- French (Basic)
- Spanish (Fluent)



PROFILE

Aspiring Web Developer with a strong foundation in WordPress development, graphic design, and SEO. Passionate about creating user-friendly and engaging digital experiences. Proven ability to develop and optimize websites to meet modern standards in design, speed, and functionality.



WORK EXPERIENCE

Web Developer and Digital Freelancer 2020 - PRESENT

Website design & Wordpress Development

- Developed and customized responsive WordPress websites to meet client requirements.
- Installed, configured, and managed WordPress themes and plugins.
- Optimized website performance, including loading speed and mobile responsiveness.
- Collaborated with clients to brainstorm and execute innovative ideas.
- Created sitemaps and wireframes to plan website structures.

Hilton Cabo Verde Sal Resort 2022 - PRESENT

Receptionist

- Assisted guests with check-in and check-out procedures, ensuring a smooth and pleasant experience.
- Handled guest inquiries, reservations, and complaints with professionalism and efficiency.

Hilton Cabo Verde Sal Resort 2019, 2022 - 2023

Telephonist | Night Auditor

- Performed end-of-day accounting tasks and reconciled financial records.
- Provided customer service during night hours, addressing guest needs and concerns.



EDUCATION

Computer Engineering, Currently Enrolled

BYU Idaho University

Digital Marketing & SEO 2019 - 2021

LiveMedia - Online Platform, Brazil

Tourist English 2018 - 2019

IEFP - Institute of Employment and Professional Training