in https://www.linkedin.com/in/jorgeluissampaiodeoliveira | 🗘 https://deviorge.com.br/ 🥝 (19)98402-0755





DESIRED POSITIONS: JUNIOR JAVA QA ANALYST | FULL STACK TECHNICAL SUPPORT | SYSTEMS ANALYST LANGUAGE SKILLS: ENGLISH (ADVANCED) | PORTUGUESE(FLUENCE)

# **SUMMARY**

Highly motivated IT professional with experience in systems analysis, technical support and web development. Proven track record of solving complex problems and improving processes.

#### **EDUCATION**

**Bachelor's Degree in Computer Science** (Conclude in: 2021)

Universidade Paulista UNIP - https://www.unip.br/

Postgraduate Degree in Software Engineering (Prevision conclusion em: 2024)

Uniamérica - https://uniamerica.br/

# **PROJECTS**

Portfolio Online (Conclude in: 2024)

Link ProJet: https://devjorge.com.br/

Developed an online portfolio using HTML, Bootstrap, PHP, JavaScript, MYSQL, MVC, SQL.

**Tools utilize:** HTML, Bootstrap, PHP, Javascript, React MYSQL, Google Analytics, SEO.

TodoApp is a practical project and task manager (Conclude in: 2023)

Link do Projeto: https://github.com/jorgeluis-dev/TodoApp-Java

TodoApp-Java is a Java task management application. It allows you to create and manage tasks and projects efficiently. The application is developed in pure Java, without the use of specific frameworks.

Tools utilize: Java, MySQL, Eclipse IDE,MVC Structure, Git, Github, VSCODE

#### **CURSOS EXTRA**

#### Databases and SQL for Data Science

Offered by IBM and held on the online platform Coursera.org

Certificate Link: https://www.coursera.org/account/accomplishments/verify/W32MAY4R5BJU

#### Santander Bootcamp Fullstack Developer

Offered by Santander and held on the Dio.me online platform Certificate Link: <a href="https://www.dio.me/certificate/073F9359/">https://www.dio.me/certificate/073F9359/</a>

#### TQI API Automation with Rest Assured and Kotlin

Offered by TQI and held on the Dio.me online platform Certificate Link: <a href="https://www.dio.me/certificate/6DFD61F0">https://www.dio.me/certificate/6DFD61F0</a>

# Avanade Acceleration - Microservices with Azure Sprina Cloud

Offered by Avanade and held on the Dio.me online platform Link Certificate: <a href="https://www.dio.me/certificate/B9B7EE58">https://www.dio.me/certificate/B9B7EE58</a>

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# PROFESSIONAL EXPERIENCE

# Field support and Infrastructure Specialist

Stefanini IT Solutions

https://stefanini.com/

# December 2024 - Present (work in here)

Provided specialized technical support to resolve complex issues related to system installation and usage. Key responsibilities included:

- 1. Provided on-site technical support for hardware, software, and network issues.
- 2. Performed maintenance and configuration of devices, ensuring high system availability.
- 3. Managed service tickets using ServiceNow, delivering efficient end-user support.
- 4. Specialized in Office 365 administration, Active Directory management, and Windows Server maintenance.
- 5. Configured and maintained IT infrastructure, including video conferencing systems and cablina.
- 6. Collaborated with Tier 2/3 teams for advanced troubleshooting and solution implementation.
- 7. System Installation: Installed and configured systems on Windows Server, including remote access setup (Windows RDP).

Key Skills: Office 365 administration, Active Directory management, Windows Server maintenance, ServiceNow ticket management, Hardware and software troubleshooting, Network configuration, IT infrastructure support, Customer service, Technical documentation, Collaboration with Tier 2/3 teams

#### **Customer Service Specialist IT**

#### **Teknisa**

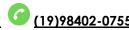
https://www.teknisa.com

#### April 2024 - December 2024

As a Support Analyst N1 at Teknisa, I provided specialized technical support to resolve complex issues related to the installation and use of the company's systems. My responsibilities included:

- 1. Diagnosing and troubleshooting technical issues using remote support tools (Anydesk, Teamviewer).
- 2. Experiment with the N-able take control remote access tool
- 3. Configuring and installing mobile applications using Apache, integrating them with restaurant management systems.
- 4. Managing SQL databases for configuration, troubleshooting, and optimization.
- 5. Installing and configuring systems on Windows Server, including remote access setup (Windows RDP).
- 6. Conducting unit tests to ensure software quality and usability.
- 7. Ticket and call management, improving service results with Movidesk

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- 8. Providing dedicated support for all proprietary software developed by the company, managing one of the company's largest clients:
- **Teknisa Retail:** Systems for restaurant and fast-food management, designed to increase sales, reduce costs, ensure customer loyalty, and enable secure and efficient fiscal reporting.
- **Teknisa TECFOOD:** Systems for collective meal management, including menu planning, cost management, production, purchasing, inventory, and fiscal processes.
- **Teknisa ERP:** Web-based systems for food industry management with BI capabilities, focusing on cost reduction, fiscal and financial management, production, purchasing, and sales.

Key Skills: Database management, Problem-solving, Customer support, Oracle and SQL, Microsoft SQL Server databases, Microsoft Office, Unit testing

## **Technical Support Specialist**

Máximo Sistemas Automation Commercial

https://www.maximosistemas.com.br/

# March 2021 - November 2023 (2 years, 9 months)

Provided specialized technical support to resolve issues related to commercial automation system installation and configuration. Key responsibilities included:

- 1. Technical Support: Assisted users via customer support systems and remote-control programs (Anydesk, Teamviewer).
- 2. Mobile App Configuration: Configured and installed Apache-based mobile applications for restaurants.
- 3. Database Management: Managed SQL and Firebird databases for configuration, correction and optimization.
- 4. System Installation: Installed and configured systems on Windows Server, including remote access setup (Windows RDP).
- 5. Unit Testing: Conducted unit tests to ensure software quality and usability.
- 6. Database Conversion: Converted databases and managed projects.
- 7. Software Development: Developed software for Windows installation.

Key Skills: Firebird database management, Cypress, Problem-solving, Delphi, Customer support, Database conversion, Microsoft Office, Jira, Unit testing, Project management, Power BI

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# September 2019 - May 2021 (2 years)

- 1. Front-end development using HTML, CSS, JavaScript, and PHP
- 2. Website and application creation with WordPress and CMS
- 3. MySQL and SQL database management
- 4. PhpMyAdmin tool utilization

# Responsibilities

- 1. Responsive web interface development
- 2. JavaScript and PHP functionality implementation
- 3. Website performance and security optimization
- 4. Database management for data storage and retrieval

Key Skills: PHP, WordPress, Web design, Content Management Systems (CMS), Front-end development, Programming, MySQL database management, JavaScript.

#### **IT Support Internship Experience**

**TecReg Technology for Government School Networks** 

August 2017 - July 2019 (1 year, 11 months)

## Key Skills Developed

- 1. Computer Maintenance
- 2. Network Configuration
- 3. Videoconferencing Systems (Falcon)
- 4. System Monitoring
- 5. Hardware/Software Support

#### Responsibilities

- 1. Configured and maintained computer networks
- 2. Installed and configured operating systems
- 3. Performed preventive/corrective hardware maintenance
- 4. Collaborated on training public servants

Key Skills: Technical Support, Hardware Troubleshooting, Software Windows Installation, Network Administration, Videoconferencing, System Monitoring, Maintenance, SQL

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