

JORGE LUIS SAMPAIO DE OLIVEIRA



<https://www.linkedin.com/in/jorgeluissampaiodeoliveira/>



<https://devjorge.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: <https://www.dio.me/certificate/073F9359/>

TQI API Automation with Rest Assured and Kotlin

Offered by TQI and held on the Dio.me online platform

Certificate Link: <https://www.dio.me/certificate/6DFD61F0>

Avanade Acceleration - Microservices with Azure Spring Cloud

Offered by Avanade and held on the Dio.me online platform

Link Certificate: <https://www.dio.me/certificate/B9B7EE58>

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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 cabling.
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

Web Developer Php (Freelancer Project)

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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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