VINÍCIUS SOARES DE SOUZA

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🛠 SKILLS

Node.js (JavaScript/TypeScript)	Azure Cloud
ExpressJS	Mac OS/Linux/Windows
Git and GitHub	DHCP/Switches
HTML/CSS	Troubleshooting
MongoDB	Service Desk
Bootstrap	VIP Support
Rest API	365 Admin
jQuery	Power BI
Postman	ETL/DAX

🎓 Graduation

Analysis and Systems Development | Universidade Cidade de São Paulo
2017 – 2020

Certifications

Cyber Security Foundation Professional Certificate | CertiProf
2021 ID:60402007

Remote Work and Virtual Collaboration Professional Certificate | CertiProf
2021 ID: 60291343

NSE 1 Network Security Associate | Fortinet
2020
ID: JrpuxEn49R

Scrum Foundation Professional Certificate | CertiProf
2019
ID: 91565706580955

Languages

English | Intermediary

Experience

Junior System Analyst | Santos e Santana Sociedade de Advogados
AGO 2021 – OCT 2022
- Creation of Dashboards in Power BI (using ETL, DAX, SQL and SQL Server) to provision of decision-making by legal clients and monitoring of internal metrics and goals.
- Creation of intranet using the Sharepoint pages tool.
- Assistance to the team of developers in the architecture of the internal control system of processes (Definition of pages and layouts, analysis and implementation of functions, bug identification, testing, documentation creation.)
- Preparation of training courses for lawyers to use the income Control System Lawsuit. Support lawyers to the internal process and problem control system related to software and hardware in general.
- External vendor control to keep the Azure internal environment operational.
- Management of the external IT supplier.
- Virtual Machine management
- Office 365 Account management

Support Analyst | Rádio Transamérica
JAN2021 – AGO 2021
- 1st and 2nd level support service to Radio employees, Following SLA standards and troubleshooting.
- VIP Support for Directors and Managers.
- Structured cabling assembly.
- Switch Configuration.
  DHCP configuration.
- Firewall monitoring and Antivirus management.
- Software and Hardware Asset Management.
  Participation in supplier management.
- Management of field technicians in the locations of BH, RJ, DF, CWB, RE, BA; Implementation of systems.
- Technical leader.
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Support Analyst | Algar T.I Consultoria
NOV 2019 – JAN 2021
- 2nd Level support to auditors and KPMG's internal auditing system, troubleshooting errors, applying corrections to audit routines.
- Configuration and control of Virtual Machines.
- Opening and follow-up of tickets to the international IT team aiming at agile service. Database analysis software support.

Junior Support Analyst | Algar T.I Consultoria

JUN 2019 – SET 2019

- VIP support for the board, management and partners of KPMG Brazil, monitoring and maintaining meeting rooms equipped with CISCO and Lifesize videoconferencing systems. Auditorium monitoring with Crestron automation and support for any doubts, configurations and/or software problems.

NOV 2018 – JUN 2019

- Level 1 and remote assistance to Somos Educação employees to identify and solve problems in software, operating systems and the Office 365 package.
- Installation of software and systems, security certificates, and demands within the office suite tools. Using SCCM for remote access and control of network credentials through
- Active Directory;
- Mac-OS level 1 support;
- Problem identification and routing of tickets from TOTVS, ERP, PEOPLESOFT, and government tax tools.

Support Assistant and Help Desk | Centro Universitário São Camilo

OUT 2017 – NOV 2018

- Helping students and faculty to use academic software.
- Provision of technical support to administrative and classroom computers.
- Maintenance and configuration of computer labs.