

# ANDRE COSTA, PMP

IT Professional

## About Me

Highly skilled IT professional with over 31 years of experience in software development, IT asset management, and network infrastructure. Expert in programming languages, databases, ITSM tools, and agile methodologies, with a strong focus on delivering efficient, high-quality solutions. Proactive, self-motivated, and adept at solving complex problems.



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## Language

- English (Professional Working)
- Portuguese (Native or Bilingual)
- Spanish (Limited Working)

## Expertise

- Project Management
- Software Developer
- ITSM
- Windows/Linux O.S.
- Network Infrastructure
- Database Administration
- Web site Development
- IBM Mainframe

## Technical Skills

- Soft Skills: Excellent communication, leadership, problem-solving, teamwork, time management, analytical thinking, and customer focus.
- IT Management: Certified in ITIL, PMP, RUP, SCRUM, and COBIT. Extensive experience implementing and managing ITSM tools such as HP Service Manager and SysAid, as well as monitoring IT assets with Zabbix and Nagios.
- Networks and Infrastructure: Expertise in configuring and managing Linux and Windows servers, authentication with Active Directory (SSL and TLS), server and network monitoring tools, and implementing storage solutions with HDS Hitachi Data Systems.
- Development: Proficient in programming languages such as COBOL (for IBM Mainframe Platform), Delphi (2, 4, 7 and XE2), Java, Python, PHP, .NET, Pascal, JavaScript, HTML, Android Studio, Flutter Framework, Dart and SQL.
- Databases: Advanced knowledge of Oracle, DB2, SQL Server, MySQL, PostgreSQL, and Firebird.

## Professional Experience

### Hubfy LLC – IT Service Manager | Full Stack Developer Florida - USA

Jun/2023 - Jul/2024

- Developed systems using Python, PHP, and SQL.
- Built WordPress websites with custom designs using JavaScript and CSS.
- Managed IT services leveraging MettaPro tools.

### 2XM Corp – Programmer Training Instructor Florida - USA

Aug/2022 - Mai/2023

- Training students to become programmers with expertise in COBOL, JCL, DB2, and Mainframe
- Training and qualifying students to manipulate data using the SQL language for databases.

### ISG Tech – ITSM Specialist and Project Manager Brasilia - Brazil

Mar/2013 - Mar/2022

- Implemented and managed ITSM tools such as SysAid and HP Service Manager.
- Monitored servers and IT assets using Zabbix and Nagios.
- Managed authentication systems with Active Directory using SSL/TLS protocols.

## Education

- 2018 - IBMEC
  - MBA - Corporate Finance
- 2016 - FGV
  - MBA - Capital Markets
- 2010 - Anhanguera
  - MBA - Project Management
- 2006 - Anhanguera
  - Bachelor's Degree Telecommunications Engineering

## Certifications

- PMP (PMI)
- SCRUM
- ITIL
- COBIT
- RUP

## Others Skills

- Valida Drive License
- Green Card Holder
- Electronics Training
- Knowledge of Wired and Wireless Networks
- Knowledge of banking and financial systems
- Experience in Team Leadership
- Experience in Staff Training

### **Hitachi Vantara (formerly Hitachi Data Systems) – Project Manager - Storage Specialist**

**Brasilia - Brazil**

**Jul/2011 - Mar/2013**

- Implemented and maintained corporate storage solutions using HDS Hitachi Data Systems.
- Provided network and server infrastructure support.
- Project Management for Implementation and Expansion of the Brazilian Post Office (Correios) Storage System

### **EasyPallet Tech - CTO & Co-Founder**

**Brasilia - Brazil**

**Mar/2014 - Oct/2018**

- Developed an innovative platform for freight management.
- Creation of the Back End in Java web Start
- Creation of the Front End in Android Studio and Flutter Framework With Dart
- Management of the MVP implementation project
- Scheduling and holding initial meetings for the first sales
- UI/UX design work using Figma and Wire Frame.

### **Accert Tecnologia – Project Engineer**

**Brasilia - Brazil**

**Oct/2009 - Apr/2011**

- Manage infrastructure projects for local network monitoring
- Management of technical infrastructure teams for server and network asset management
- Implementation of best practice processes for IT infrastructure based on ITIL

### **Stefanini IT Solutions - Software Engineer**

**Brasilia - Brazil**

**Jun/2006 - Mar/2011**

- Developed Mainframe Solutions.
- COBOL Programmer using COBOL, CICS, DB2, JCL, SQL.
- Development batch applications using VSAM, JCL, COBOL and DB2.
- Training new developers for working in the Software Factory.
- Delphi development software with Oracle Database for MRE Project (in Brazil).