



# ALAN DANIEL CAETANO

IT Technician | FullStack Programming Enthusiast

Open to exploring new technologies and opportunities, particularly in dynamic, globally-minded companies. Proficient in English, I'm ready to collaborate and contribute in diverse environments.

## EXPERIENCE

JAN 2024 | CURRENT

### Defensoria Pública da União (DPU)

In total, I've been working for DPU it's been three years. Aside from the Porto Alegre office, I handed support to the Canoas Office during the period of the flood in 2024 when they didn't have any IT crew and the office needed to go back to operations after the disaster.

JAN 2022 | DEC 2023

### Defensoria Pública da União (DPU)

In my internship I learned about ticketing systems, to use the company's licensed tools, to manage admin permissions, to set domains, aside from user support and problem investigation.

## EDUCATION

AUG 2024 | CURRENT

### UFRGS, Porto Alegre

Physics Degree

MAY 2024 | AUG 2024

### Alura

Python: Basic concepts; Object Oriented Programming;

[Check my certificate here](#)

## SOFT SKILLS

- Time Management
- Critical Thinking
- Self-learning
- Problem Solving
- Analytical reasoning
- Technical creativity

## HARD SKILLS

- User support
- Ticketing system
- Company tools management
- Networking and protocols (basics)
- Hardware maintenance

## LANGUAGES

- Portuguese (native)
- English (advanced)
- French (basics)

## CONTACT

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## SOCIALS

[GitHub](#)  
[LinkedIn](#)