



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 | IT Support; Service Desk

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 | Service Desk Internship

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

What I'm up to right now:

Currently on an ongoing Angular formation at [Alura](#). I plan on improving my frontend knowledge and skills.

APRIL 2024 | CURRENT

Alura

JavaScript: manipulating DOM elements;
JavaScript: creating dynamic webpages;
HTML & CSS;
Excel: basics;
Python: basics; OOP;
[Here's a complete certificate](#)

AUG 2024 | CURRENT

UFRGS, Porto Alegre | Physics Degree

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](#)