



ADRIAN ALEXANDRE

*Infrastructure Analyst II | C#
Developer*

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Gerais, Brasil

ABOUT ME

I Analyst II Infrastructure Services, with strong experience in solving software and hardware problems, offering excellent support to the user. Passionate about technology since I was little, I am always evolving and seeking to expand my knowledge in software development, especially in the area of games and with a focus on C#.

EDUCATION

Universidade Una Barreiro
Systems Analysis and Development |
2020 - 2022

LANGUAGES

Native Portuguese
English - B2: Independent Level.

EXPERIENCE

Analyst II Infrastructure Services
DXC Technology. | 11/2024 - Current

- Software and Hardware Troubleshooting;
- User support;
- Networks;
- Microsoft Office 365;
- Classification of criticalities, SLAs and prioritizations;
- Salesforce;
- Service-now;

Support Analyst

GMUD Serviços e Informática LTDA. |
09/2024 - 11/2024

- Software and Hardware Troubleshooting;
- User support;
- Networks;
- Microsoft Office 365;
- Classification of criticalities, SLAs and prioritizations;
- Salesforce;
- Service-now;

JR Support Technician

Algar Tech. | 02/2024 - 08/2024

- Printer Configuration;
- User Management;
- User support;
- Service Desk N1;
- Call handling;
- Analysis and resolution of incidents and requests;
- Service-now.

SKILLS

- *Html, Css, JavaScript, Bootstrap, C#, Unity, Git, SQL Server;*
- *Networks;*
- *Microsoft Office 365;*
- *Software and Hardware Troubleshooting;*
- *Full Stack Development;*
- *Game Development.*

OTHER EXPERIENCES

Partner and IT Technician

Conexão Telecom & Informática LTDA. |
02/2022 - 01/2024

- Cash flow management;
- Registering clients on the server;
- Administration;
- Computer maintenance;
- Web development.

Communications Soldier

Brazilian army. | 03/2021 - 02/2022

- Computer maintenance;
- Network cabling;
- Computer formatting;
- Software installation;
- Web development;
- Militarism.