ALICE PEIXOTO CORRÊA

ABOUT ME

31 years old

Brazilian and Italian Citizen

Budapest - Hungary

Contact

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KNOWLEDGE

HTML;
CSS;
SQL;
Azure;
O365;
Windows.

Professional Summary

Graduated in Analysis and Systems Development, Business Administration, and Administration with Emphasis on Agribusiness. 2 years of exchange program in the USA. Advanced English. Spanish intermediary.

Education

- **Analysis and Systems Development**
  University Anhembi Morumbi
  (Completed December / 2023);

- **Business Administration**
  State University of Campinas – UNICAMP - Brazil
  (Completed July / 2021);

- **Administration with Emphasis on Agribusiness**
  State University of Campinas – UNICAMP - Brazil
  (Completed December / 2016);

Work History

- **Unisys**

  Position: Service Desk Agent – Portuguese and English

  April 2022 to Present:

  - Proficiently windows troubleshoot, diagnose, and rectify technical issues within the realm of IT utilizing a combination of technical expertise and exceptional customer service skills;
  - Deliver comprehensive guidance to customers, leading them through the required steps to restore optimal system functionality;
  - Take ownership of the issue until resolution or, if necessary, escalate it to the appropriate higher level of support;
  - Efficiently generate tickets and track progress using the ServiceNow ticketing system.

- **IBM**

  Position: IT Client Enablement (Technical Support L1-L2)

  August 2021 to March 2022:

- Provide comprehensive technical support to employees within the department for all computer-related issues;
- Installation processes and system support for various platforms such as Cisco, SAP, Office 365, VoIP, and more;

- Responsible for the procurement process of new software and their implementation;
- Proficiently utilize the ServiceNow system to streamline and track support requests;
- Develop and maintain support documentation to ensure efficient problem-solving and knowledge sharing.

Position: Financial Administrative Assistant

November 2020 to August:

- Accountable for meticulously analyzing and categorizing documents required for initiating a legal account at a partner bank;
- Collaborated extensively within a team environment, consistently demonstrating exceptional organizational skills and making valuable contributions.

Certifications

- **Microsoft Azure Infrastructure**
  Udemy – In progress;

- **HTML and CSS**
  Origamid – In progress;

- **Database and SQL (MySQL, SQL Server, PostgreSQL and Oracle)**
  Terati – Completed;

- **Quick start in testing and QA**
  Iterasys – Completed.