

## ABOUT ME

31 years old

**Brazilian and Italian Citizen**

Budapest - Hungary



[Click to visit my website](#)

## Contact



+36 70 5720959



alicepeco12@hotmail.com



linkedin.com/in/alice-peixoto-corrêa



github.com/AlicePCorrea

## KNOWLEDGE

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

# ALICE PEIXOTO CORRÊA

## Professional Summary

Graduated in Analysis and Systems Development, Business Administration, and Administration with Emphasis on Agribusiness. Almost 3 years working as IT Support Technician.

## 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:

## SKILLS

Efficiency in multitasking;  
Excellent problem solver;  
Team work;  
Ease of working under pressure;  
Communication skills;  
Proactive.

- 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.

## LANGUAGES

Portuguese – Native;  
English – Fluent;  
Spanish – Intermediary.

## ADDITIONAL INFORMATION

Willing to relocate.

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## 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.