ANDRÉ RAMOS

andrem.tramos@gmail.com   +351 919 517 317

linkedin.com/in/andre-tavares-ramos   https://andrer10.github.io/

Summary

Recent Information Technology graduate with a strong academic background and professional experience, with demonstrated expertise in troubleshooting and resolving complex technical issues. Eager to transition into a DevOps role to apply acquired skills and expand my knowledge in designing, developing, and delivering high-quality cloud solutions. Committed to continuous learning and professional growth in the field of software engineering and development.

Experience

IT Field Engineer / Support Analyst

ENTER.MIX

Aug 2019 - Dec 2023 (4 years 5 months)

- Delivered on-site technical support and assistance for hardware, software, and network-related issues.
- Collaborated with cross-functional IT teams to resolve complex issues and implement system upgrades.
- Assisted in network infrastructure setup, maintenance, and troubleshooting.
- Contributed to the implementation of IT policies and procedures, identifying areas for improvement.
- Coordinated with IT teams to resolve complex issues requiring on-site support.

Customer Service Assistant

Portugal Telecom

Apr 2013 - May 2014 (1 year 2 months)

- Resolved customer inquiries and complaints promptly, achieving an 80% customer satisfaction rating based on post-resolution surveys.
- Assisted customers in understanding the features and benefits of various telecom services, resulting in increased customer confidence and engagement.
- Troubleshoot devices and application issues, ensuring smooth usage of telecom services.

Education

Faculdade de Ciências da Universidade de Lisboa

B.Sc, Information Technology

2018 - 2022

Coursework in: Computer Architectures, Programming, OOP, Computer Networks, Databases, Operating Systems, Intelligent Systems, Web Applications and Services, Distributed Applications, and Information Security.

- Minor in Geographic Information Technology

Licenses & Certifications

Microsoft Certified: Azure Fundamentals - Microsoft

Skills

Python (Programming Language) • Microsoft Azure • Docker Products • Linux • Git • Problem Solving • Self-Motivation • Communication • Java • Spring Framework