BRUNO DA SILVA

CONTACT

📱 +64 21 270 9421

✉ bruno.hdasilva@yahoo.com.br

🌐 https://www.linkedin.com/in/bruno-henrique-9b6b31152/

📍 Belmont - Auckland

I.T. SKILLS

Microsoft Office 365,
Microsoft Products,
Microsoft Windows Server,
Customer Service,
MySQL,
Microsoft Teams,
Microsoft Windows,
Linux
MacOs
Operating Systems,
Hardware Technical Support,
Hardware Installation,
Software Systems,
Software Support,
Remote Desktop Support,
Ticketing Systems,
Network Troubleshooting,
Backup and Recovery,
Active Directory,
User Training.

EDUCATION

Master of Information Technology

University

Aucklando Institute of Studies - New Zealand
Expected completion: Aug 2026

System Analysis and Development

University

Nove de Julho - Brazil
Finished Aug 2020

PROFILE

I have a degree in Systems Analysis and Development. I have over 6 years of experience in the IT field, focusing on project leadership, system parameterization, and implementation. Additionally, I have extensive experience in technical support, providing efficient solutions for incidents and ensuring continuity of services. I am particularly interested in expanding my expertise in the New Zealand market, especially in innovative technologies and IT solutions that improve business efficiency and user experience. My passion lies in leveraging technology to create meaningful improvements, optimize processes, and drive successful project outcomes.

WORK EXPERIENCE

I.T. Analyst

Cinefilme Produções - Brazil   **Aug 2022 - Jan 2024**

- System Implementation.
- System Parameterization.
- Deadline and budget controls.
- Strategic alignment with the Production team to meet all the demands of each project.
- SharePoint and Google Drive folder and file management.
- Control of calls using the Monday tool.
- Machine Configuration.
- Software Installation.
- User management in Active Directory.
- In-person or remote support using the TeamViewer tool.
- Deployment and Configuration of the Ubiquiti UniFi System.
- Network Design.
- Implementation of security measures, such as firewalls, VLANs, and user authentication.
- Configuration of guest networks, including access controls and bandwidth limits.

Systems Analyst and Support

Sattin Administracao E Participacoes - Brazil   **Jul 2021 - Aug 2022**

- Requirements Gathering and Analysis.
- Strategic Alignment with Each Department for More Assertive Delivery.
- System Parameterization.
- Creation of Intelligent Solutions to Optimize Each User's Time.
- Monitoring System Calls in Production and Working to Resolve Each Incident for the End User.
- Support for the Protheus System (TOTVS).
- Notebook Configuration.
- Software Installation.
- User Management in Active Directory.
- Remote Support Using the AnyDesk Tool for Branches.
- Technical Support for Other Group Companies.
- Installation and Configuration of Printers.

OTHER SKILLS

- Emotional Intelligence
- Time management
- Conflict resolution
- Communication
- Problem-Solving
- Adaptability
- Leadership
- Creativity
- Flexibility
- Teamwork

WORK EXPERIENCE

I.T. Analyst

Luft Solutions - Brazil   **Aug 2020 - Jul 2021**

- Carry out tests after implementing improvements.
- System parameterization after implementation of improvements.
- Support for WMS system.
- Analyze system bugs.
- Generate a report for the development team describing the bugs found.
- Monitor the user after correcting system errors.
- Call tracking.
- Meetings with the development team to resolve tickets.
- Follow up with the user after resolving the ticket to address any queries.
- In-person or remote service using the AnyDesk tool.
- Machine formatting and configuration.
- Software installation.
- Asset control.
- Inventory control.
- Support for Laser and Zebra printers.
- Installation and configuration of local network.
- Resolution of daily issues, such as adding machines to the domain, driver-related problems, connection issues, printer installation, and configuration of Zebra readers.

I.T. Intern

H. Strattner & Cia. Ltda - Brazil   **May 2019 - May 2020**

- Meetings with the team from each area to understand processes, identify needs and obtain more assertive development.
- Strategic alignment with the development team presenting the scope of each project.
- Budget and deadline control.
- Accompany the user in tests based on Approval.
- System parameterization after approval on the Homologation basis.
- Monitoring of tickets when the System Is in Production for the end user.
- Control of tickets using the Movidesk tool, ensuring compliance with the SLA deadlines for each Ticket.
- Machine formatting and configuration.
- Software Installation.
- Installation and configuration of SIP extensions on machines.
- In-person or remote service using the TeamViewer tool.

I.T. Intern

Funap - Fundação Dr. Prof. Manoel Pedro Pimentel   **Jun 2018 - May 2019**
 - Brazil

- Web Systems Development.
- ERP System Development.
- Development of a Fleet management system.
- Alignment and understanding of each department for more assertive delivery.
- Queries and report creation in MySQL.
- Control of calls using the GLPI tool.
- Creation and management of users in Active Directory.
- Machine formatting and configuration.
- Software Installation.
- In-person or remote service using the Ultra VNC tool.