

GILBERTO LIMA

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- Software Engineer with a background in Brazil and 15+ years experience in vast companies and government, helping growing revenue and cutting edges to be profitable and technologically operational. Now I am accepting new challenges for my life here in USA looking for an OPT opportunity to shine as I did in Brazil.

PROFESSIONAL EXPERIENCE

IT Coordinator / SGS/IDB Bank, Sao Paulo –

(02/2007)-(02/2017)

- Developing, deploying, updating software, and programs for the government as a client.
- Overseeing installations of operating systems, network systems, software, and hardware.
- Contact hardware vendors for warranty replacement and repair.
- Monitoring and managing systems and operations to detect and fix potential problems.
- Providing technical support, training and guidance to team members.
- Recommending upgrades, patches, new software/hardware equipment, financial systems, CRM, and network systems.
- Provide quality assurance review of new and existing software products.
- Responsible for managing, hiring and retaining talents around the projects.
- Responsible for the budget for implementing and maintaining the projects updated.
- Responsible for meetings, deadlines, scope and new client prospection.

IT Coordinator / Mackenzie University, Sao Paulo – Brazil

(02/2006)-(02/2007)

- Collaborating and documenting on small and medium sized technology projects.
- Supporting and fixing computer systems issues, hardware, software, networking, servers, VPN and peripherals.
- Contacting hardware vendors for warranty replacement or repair.
- Configuring and installing new computers, laptops, network printers, and scanners.
- Providing technical support for users on operating systems, software, hardware, security procedures.
- Teaching Robotics and It fundamental skills as voluntary project for poor kids.

IT SUPPORT / Warner Music, Sao Paulo – Brazil**(02/2004)-(02/2007)**

- Responsible for maintain and keeping safe all electronic equipment.
- Providing technical support via phone, chat or in person along the offices.
- Outsourcing services.
- Responsible for installation, removal, testing, configuring of operating systems, software and hardware.
- Providing assistance for users on operating systems, software, hardware, security procedures.
- Contact hardware vendors for warranty replacement or repair.
- Provide on-call emergency services after business hours, holiday and weekends as necessary.

IT SUPPORT / Sony Music, Sao Paulo – Brazil**(02/2002)-(02/2004)**

- Responsible for CD Recording in high-speed machines.
- Responsible for maintain and keeping safe all electronic equipment.
- Providing technical support via phone, chat or in person along the offices.
- Outsourcing services.
- Responsible for installation, removal, testing, configuring of operating systems, software and hardware.
- Providing assistance for users on operating systems, software, hardware, security procedures.
- Contact hardware vendors for warranty replacement or repair.
- Provide on-call emergency services after business hours, holiday and weekends as necessary.

EDUCATION**IT CERTIFICATION / SDUIS, San Diego****Graduation Year (2020)****FORENSICS COMPUTER / Mackenzie, Brazil****Graduation Year (2009)****COMPUTER SCIENCE / Unib, Brazil****Graduation Year (2007)****CERTIFICATES**

CYBER SECURITY, VIRTUAL MACHINES(virtual Box, Vmware), ASP.NET, C#, SQL, DISASTER RECOVERY, BACKUP, DREAMWEAVER, ITIL, MICROSOFT OFFICE, PMP, PMI, NETWORKS, SQL, SYSTEMS ANALYST, VISUAL STUDIO, LINUX, WINDOWS(95-10), WINDOWS ADMINISTRATION