

João Lemos

A self-motivated individual always looking for new ways to succeed.

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Entry-level IT support professional seeking a full-time role in Information Technology. Currently enrolled in the Google IT Support Professional Certificate program.

Authorized to work in the US for any employer

Work Experience

Licensed Insurance Broker (REMOTE)

CORSEGO - Goiânia

November 2020 to Present

- Providing insurance quotes to the customers.
- Email and phone calls replies about customers inquiries.
- Assisting the team with Windows OS troubleshooting.
- Entering data on diversified company systems.
- Assisting customers during the claim process.

Self-Employed

Lyft/Uber - San Francisco, CA

August 2017 to Present

- Transporting passengers to their destinations providing great customer service and safe driving.
- Maximized passenger satisfaction by keeping vehicles in safe and clean operating condition.
- Stowed passenger items with care and concern to avoid damage or displeasure with handling.

Branch Manager

NÜ Car Rentals - San Francisco, CA

December 2018 to June 2019

- Insurance claims processing.
- Fleet management.
- General IT support to daily branch operations (peripherals, Windows OS troubleshooting, payment devices setup, etc).
- Developing and performing customer service practices and enhancing the company procedures to accommodate the clients needs.
- Monitoring and managing the efficiency of operational procedures, identifying areas to improve and developing plans to enhance customer service efficiency. Producing monthly revenue goals and planning the branch forecast budget.
- Coordinating tasks interdepartmentally to ensure cohesive communication and teamwork.
- Entering data on the TSD platform.

Library IT Support

Pontifical Catholic University of Goiás - Goiânia, Brazil

January 2015 to May 2017

- Windows OS troubleshooting.
- Reimaging PC's and MacOS devices.
- Software issues troubleshooting.
- Assembling PC's and performing basic maintenance (thermal past switch, identifying broken components, upgrades).
- Network configuration.

Education

Bachelor's in Aeronautical Sciences

Pontifical Catholic University of Goiás - Goiânia, GO

January 2014 to June 2017

Skills

- Advanced Computer Skills:
- Portuguese: Fluent
- English: Excellent
- Spanish: Intermediate
- Microsoft Office (Excel, Word, PowerPoint)
- Windows OS Troubleshooting
- Adobe Suite (Photoshop, Premiere, Illustrator)
- Internet
- Hardware Maintenance. Confident
- fast learner
- respectful
- conflict solver
- team worker
- friendly
- active listener
- kindful
- mediator
- proactive
- incredible communication skills
- Fleet management
- Insurance sales
- Negotiation
- IT support
- Network support
- DNS

Certifications and Licenses

Insurance Broker License

November 2020 to Present

Private Pilot License

June 2021 to Present

Driver's License

Google IT Support Professional Certificate

May 2021 to Present

Expecting to finish in January 2022.

An eight-month IT support program that covers troubleshooting, customer service, networking, operating systems, system administration, and security, and includes hands-on labs.

Assessments

Sales fit — Proficient

January 2020

Assesses personality traits that are important for sales roles.

Full results: [Proficient](#)

Customer focus & orientation — Highly Proficient

January 2020

Responding to customer situations with sensitivity

Full results: [Highly Proficient](#)

Logic & critical thinking — Highly Proficient

September 2019

Using logic to solve problems.

Full results: [Highly Proficient](#)

Basic computer skills — Expert

September 2019

Performing basic computer operations, navigating a Windows OS, and troubleshooting common computer problems.

Full results: [Expert](#)

Technical support — Familiar

November 2019

Applying protocols to identify errors and solutions in order to maintain system function.

Full results: [Familiar](#)

Supervisory skills: Motivating & assessing employees — Proficient

November 2019

Motivating others to achieve objectives and identifying improvements or corrective actions.

Full results: [Proficient](#)

Basic computer skills — Expert

October 2021

Performing basic computer operations, navigating a Windows OS, and troubleshooting common computer problems.

Full results: [Expert](#)

CRM skills with Salesforce — Expert

October 2021

Knowledge of Salesforce objects, fields, and processes.

Full results: [Expert](#)

Technical support: Customer situations — Highly Proficient

November 2021

Responding to technical support situations with sensitivity

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.