

Hélio Silva

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Summary

- 5 years of Technical Support
- 1 year of Telecommunications
- 3 years of Transportation Services
- 6 years of Customer Service

Languages:

- English (Fluent)
- Spanish (Proficient)
- Portuguese (Native)

Experience



Telecommunications Technician

Dantec informática

Nov 2013 - Dec 2014 (1 year 2 months)

- PBX installation
 - PBX configuration
 - Computer maintenance
- (Brazil)



Help Desk Technician

MOTIVA CONTACT CENTER

May 2012 - Oct 2013 (1 year 6 months)

- End-user support via local, telephone, installation and maintenance of hardware and software.
- Installation and configuration of network/local printers.
- Custom Windows XP/7 imaging using Norton Ghost, Acronis
- File backups, users' profile, Outlook, Outlook email conversion to Thunderbird.
- Assist and monitor Level 2 Analysts.

(Brazil)



Software Engineer

Informatec

May 2011 - Oct 2011 (6 months)

6 month work contract:

- as a software developer for a restaurant management system

(Brazil)



Information Technology Analyst

NCR Corporation

Apr 2008 - Feb 2011 (2 years 11 months)

Worked for Colibri Sistemas (acquired by NCR) in Brazil as a Technical Support Analyst doing:

- installation and configuration of computers
- hardware installation
- software deployment
- training for use of point of sale and reporting

Education



POLICAMP - Faculdade Politécnica de Campinas

Associate's degree, Network analysis and development

2009 - 2011



Colégio Politécnico Bento Quirino

High School Diploma, Information Technology

Feb 2006 - Dec 2008

Skills

Microsoft SQL Server • Customer Service • Analytical Skills • Problem Solving • Microsoft Office • Teamwork • Information Technology • Software Development • Supervisory Skills