

ALEXANDRE STOIANOV DE FREITAS

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EDUCATION

Orange Coast College | Costa Mesa, CA

Computer Science – Current

University of São Paulo | São Paulo, SP, Brazil

BS Physics – December 2013

University Metodista of São Paulo | São Bernardo do Campo, SP, Brazil

Associate in Computer Networks – June 2009

Colégio Brasília | São Bernardo do Campo, SP, Brazil

Technician in Information Technology – June 2006

PROFESSIONAL EXPERIENCE

Source Graphics, Anaheim Hills, CA | <http://www.sourcegraphics.com/>

Job Description: Service Engineer

Troubleshooting and repairing plotters, both software and hardware levels (HP, Canon, Océ, KIP); Independently manage; Great at time management; Exceptional customer service skills.

Period: Feb 2017 to Oct 2019

Infigo Wireless, San Clemente, CA | <http://www.wefixitoc.com/>

Job Description: Technician

Great skills troubleshooting and repairing PCs, iMacs, Phones and Tablets; Independently manage and organize inventories; Exceptional at time management; Great customer service skills; Great sales skills.

Period: Aug 2015 to Jan 2017

GSO - Golden State Overnight, Irvine, CA | <https://www.gso.com/>

Job Description: Courier

Independently manage and organize routes; Became exceptional at time management; Achieved great customer service skills; Created and updated bookkeeping files on a daily basis; Learned excellent directional skills; Lifted up to 50lbs per package on a weekly basis.

Period: May 2014 to Ago 2015

Huawei Brazil SA | <http://www.huawei.com/>

Job Description: Network Analyst Senior

Worked inside Telefonica, biggest Telecom carrier of Brazil, took care of all approvals tests for many different type of access network equipment such as GPON based technology (OLT's), xDSL based technology (DSLAM's) etc.

Responsible to update Huawei equipment in real network consisting of thousands of equipment updated with success and less impact to users; Cooperated in other areas converging Metro and Core Network technologies; Built solutions to new services and product of the carrier.

Period: Nov 2011 to Mar 2014

Transit Telecom do Brasil SA – KAPAX Import SA | <http://www.transitbrasil.com.br/>

Job Description: Products and Pre Sales

Technical approvals of all product types (Wi-Fi, Security, Biometrical, IT, PCs, Network, among others). Technical support for our clients and some management functions.

Period: Mar 2010 to Nov 2011

D-Link Brazil SA | <http://www.dlink.com/>

Job Description: Pre Sales Analyst

Test Reports development to new equipment in Brazil; Technical support to Business Solution team, build topologies to any product lines (Firewall, Switch, User Access, Router, etc.); Technical support to Telco team, responsible to do many approvals to the new solutions and products in Brazilian carriers (ADSL, VoIP, Wireless, etc.), some others management functions).

Period: from Mar 2008 to Jul 2009

Job Description: Support Analyst (Support by phone to ADSL Modems, Routers, Wireless, VoIP, VPN, Print Server, IP Camera, among others equipment lines).

Period: Feb 2007 to Mar 2008

Acrilex Tintas Especiais SA | <http://www.acrilex.com.br/>

Job Description: IT Technician

IT technical support, for software, hardware and network (wired and wireless); Installation and Management of all internal networks; Assistance in management of enterprise system (Linux/Unix)).

Period: Jul 2005 to Nov 2006

Brazilian Army | <http://www.eb.mil.br/>

Base de Administração e Apoio – Comando Militar do Sudeste

Job Description: Soldier (Infantryman) – Assistant of Section of Inactive and Pensioners of the Second Military Region.

Period: Mar 2004 to Jan 2005 | *COMPLETED WITH HONORS*

Treinasoft Computer School | <http://www.treinasoft.com.br/>

Job Description: Instructor

Taught courses on Office, Windows, HTML, Flash, Fireworks, Dreamweaver, Auto Cad, Photoshop, Corel Draw, Visual Basic, among other tools.

Period: Jan 2003 to Feb 2004

SKILLS

- Bilingual: English / Portuguese;
- Spanish advanced;
- Discipline and commitment;
- Team worker;
- High levels of self-motivation;
- Good knowledge of programming (Java, Python);
- Worked extensively in most important carriers in Brazil (Telefonica, Oi / Brasil Telecom, GVT, CTBC, Intelig, Vivo, Claro, etc.);
- Much experience with technical support (on-line chats, phone and e-mail support);
- Great troubleshooting skills;
- Great interpersonal skills;
- Advanced knowledge in Computer Networks;
 - VoIP, Switch, Wireless Switch, Firewall, Wireless, IP Camera, Network Storage, Router, among other;
 - 6 D-Link International Certification (Specialist Level) – Switch, Security, Network Storage, User Access Management, Wireless and Link Management.
- Advanced knowledge in Access Network technologies;
- Advanced knowledge in maintenance of microcomputers (Hardware and Software);
- Knowledge in Product Management and Project Management;
- Knowledge in Cost Management;
- Outstanding critical thinking skills;
- Distinct understanding for group dynamics and diversity;
- Ability to understand others and develop meaningful connections with them;
- Highly Adaptable to new situations, people and events;
- Great costumer service skills;
- Good sales skills.