



# Frederico Oliveira

**Nationality:** Portuguese **Email address:** [froliveira10213@gmail.com](mailto:froliveira10213@gmail.com)

**Home:** Leiria (Portugal)

## ABOUT ME

Computer Engineering student, currently in my third year. Proactive, analytical, and focused on efficient solutions. Enthusiastic about computer systems and fascinated by systems, services, and infrastructure management, I always strive to stay up to date in order to develop my knowledge and advance in the field.

## WORK EXPERIENCE

**Capgemini – Lisboa, Portugal**

City: Lisboa | Country: Portugal

### Intern - Help Desk

#### User service and technical support

- Respond to requests for help by phone or email.
- Diagnose and resolve basic technical problems (hardware and software).

#### Equipment installation and configuration

- Install and configure computers, printers, and software.
- Perform basic updates and maintenance.

#### User training and guidance

- Explain how to use tools and systems in simple terms.
- Promote best practices for technology use.

#### Monitoring and preventive maintenance

- Check the operating status of systems and equipment.
- Help prevent failures and data loss.

## EDUCATION AND TRAINING

### High School - Professional Course in Computer Equipment Management and Technology

*Instituto dos Pupilos do Exército*

City: Lisboa | Country: Portugal | Website: <https://pupilos.pt/> | Field(s) of study: IT | Level in EQF: EQF level 4

### Bachelor's Degree in Computer Engineering

*Instituto Politécnico de Leiria - Escola Superior de Tecnologia e Gestão* [ Current ]

City: Leiria | Country: Portugal | Website: <https://www.ipleiria.pt/estg/> | Field(s) of study: IT | Level in EQF: EQF level 6

## LANGUAGE SKILLS

**Mother tongue(s):** Portuguese

**Other language(s):**

**English**

**LISTENING B1 READING B1 WRITING B1**

**SPOKEN PRODUCTION B1 SPOKEN INTERACTION B1**

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

## DRIVING LICENCE

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Driving Licence: B

## SKILLS

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### Key digital skills

Networking | AWS cloud | Proxmox | ESXi | Citrix | VMware | VirtualBox | C | Java | API C# | Laravel | Tailwind | Vue | Linux | Git

## CERTIFICATES

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### AWS Academy Graduate - AWS Academy Cloud Foundations

Link: [https://www.credly.com/badges/c8ef9340-6f73-4da4-baf4-c23590edd89f/public\\_url](https://www.credly.com/badges/c8ef9340-6f73-4da4-baf4-c23590edd89f/public_url)

### AWS Academy Graduate - AWS Academy Cloud Security Foundations

Link: [https://www.credly.com/badges/4df0c06a-8ac9-44a3-a3c6-23afb18cc67e/public\\_url](https://www.credly.com/badges/4df0c06a-8ac9-44a3-a3c6-23afb18cc67e/public_url)