

Guilherme Magalhães Guerra

OBJECTIVE

- Join the IT Governance field in global companies seeking to enhance my skills and contribute to the improvement and modernization of solutions.

PROFESSIONAL HISTORY

Mainframe Operations Shift Leader (1st Shift), 12/2021 - Atual
Kyndryl - Hortolândia, São Paulo

- Ensure quality and efficiency in delivering Mainframe Operation services during the 1st Shift, manage the team's technical and administrative requirements, and help ensure compliance with the agreed SLA.

Mainframe Operator (3rd Shift), 04/2015 - 12/2021

IBM - Hortolândia, São Paulo

- Work monitoring Batch and Console Mainframe environments in the z/OS environment for a global client in the telecommunications sector, contact support teams, help resolve systemic issues, and work on various system maintenance and updates to ensure SLA delivery. I had the opportunity to create, plan, and control different types of projects and Continuous Improvement Initiatives using the knowledge acquired in agile methodologies. I was mentored in Project Management and acquired the necessary knowledge to be eligible for the Project Manager area.

Marketing Assistant, 08/2014 - 04/2015

Ruggero Cosméticos - Jaguariúna, São Paulo

- Responsible for finalizing graphic images according to briefing specifications before printing, achieving quality results. Creation of image files for digital or traditional printing methods.

Computer Monitor, 07/2013 - 08/2014

Acessa São Paulo - Jaguariúna, São Paulo

- Provide user support for correct use of computer programs.

CERTIFICATIONS

- First (FCE) - Cambridge English
- ITIL Foundation

BADGES AND OTHER CERTIFICATIONS

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ACADEMIC BACKGROUND

Bachelor's Degree in Digital

Games: Information Technology,
07/2012 - 07/2014

Pontifícia Universidade Católica de Campinas - Campinas, SP

Status - Concluded

IT Governance and Management:

Information Technology, 2015 - 2017

Senac Brasil - Campinas, SP

Status - Concluded

Bachelor's Degree in History:

Education, 2021

Estácio - Campinas, SP

Status - Ongoing

LANGUAGES

Português: Native

Inglês: Fluent, C2

Espanhol: Basic, A2

SKILLS AND COMPETENCIES

- Leadership
- Agile Methodologies
- Project Management
- System Monitoring
- Mainframe in z/OS Environment
- Teamwork Skills
- Efficiency in Problem Analysis and Resolution
- Knowledge of z/OS Products
- Familiarity with Monitoring Tools
- Programming: JCL (Basic)
- Graphic and Game Design