

# Israel Pinheiro Ruas Junior

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## PROFESSIONAL SUMMARY

Highly motivated and self-driven Web Developer with a background in IT support and a passion for crafting innovative software solutions. Experienced in troubleshooting and providing technical support, I've transitioned into software development, gaining proficiency in various programming languages and technologies. Committed to continuous learning and improvement, currently focused on developing a RESTful API utilising Node.js and Mongoose DB. I am building an application with SQL query functionalities, including login authentication with password encryption and boosting proficiency in JavaScript and CSS through hands-on project work.

## EDUCATION

- Bachelor of Information Technology (Major in Software Development) 2021 to 2022  
Southern Cross University – Australia
- Diploma in Systems Analysis and Development 2015 to 2017  
FATEC Technology College – Brazil
- Certificate 4: Computer Networking Technician 2014 to 2015  
ETEC Technical School – Brazil
- Certificate 4: Computer Technician 2012 to 2013  
ETEC Technical School – Brazil

## SKILLS

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| <ul style="list-style-type: none"><li>• Angular</li><li>• CSS</li><li>• C#</li><li>• Java Script</li><li>• Java</li><li>• HTML5</li><li>• MySQL</li><li>• Node.js</li><li>• RESTful APIs</li><li>• SQL</li></ul> | <ul style="list-style-type: none"><li>• TypeScript</li><li>• Jira</li><li>• Confluence</li><li>• Scrum</li><li>• Problem-Solving</li><li>• Windows Technology</li><li>• Azure Cloud</li><li>• Postman</li><li>• GitHub</li></ul> |
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## **PROFESSIONAL EXPERIENCE**

### **Service Desk Officer**

Southern Cross University, Australia

Mar 2022 – Current

I provided comprehensive face-to-face and remote support for students, staff, and university guests. I managed support tickets and tasks, utilising various technologies, including business applications, email systems, Office Suite, and Active Directory. I improved prioritisation skills to address end-user needs efficiently and meet IT stakeholders' requirements.

### **Software Developer Intern**

Sao Paulo State Department of Health, Brazil

Jan 2017 – Dec 2017

I Contributed to the Systems Maintenance team, supporting a customised software system utilised by health department employees. Responsibilities included troubleshooting, testing, and maintaining source code using C#, JavaScript, and SQL Database technologies.

### **IT Technician**

SABESP, Brazil

Oct 2014 – Oct 2016

Delivered technical support for Windows platform users, performed system upgrades and configurations, and managed user and email account creation. Responsible for network infrastructure repairs, installation, configuration of specific systems, and documentation tasks.

## **PROJECTS AND ACHIEVEMENTS**

- Developed a Node.js and Mongoose Database application in 2024.
- Recognized for Academic Excellence in 2022 by Southern Cross University.
- Designed and developed a Car Rental App as a capstone project at SCU in 2022.
- Created a Chatbot App as a capstone project at FATEC in 2017.