JOÃO RICARDO CRIMINÁCIO
Technical Support

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PROFILE

As an Information Systems student with experience in technical support, I have a strong interest in software development and IT solutions. I am committed to continually learning and applying my knowledge to solve challenges effectively. My hands-on experience in troubleshooting and resolving technical issues, has honed my problem-solving skills.

Also, I am eager to bring my enthusiasm for technology and innovation to a forward-thinking company. My goal is to leverage my technical expertise and passion for IT to contribute to projects and drive continuous improvement.

SKILLS

- SQL
- Firebird
- JavaScript
- HTML5
- CSS3
- Tech Support
- Team Work

LANGUAGE

- Portuguese
- English

LINKS

in www.linkedin.com/in/joao-ricardo-criminacio

github.com/JoaoCriminacio

💼 WORK EXPERIENCE

Technical Support at Limber Software, Pato Branco
February 2023 - Nowadays

- Resolved customer inquiries and issues.
- Utilized Movidesk to manage and register tickets.
- Employed SQL to access and query databases.
- Contributed to improved customer experience through clear communication and technical expertise.

🎓 EDUCATION

Bachelor of Information System, Unimater, Pato Branco
February 2023 - November 2026

📖 COURSES

- **Java POO [40 horas], Curso em Vídeo**
- **MySQL [40 horas], Curso em Vídeo**
- **Git e GitHub [20 horas], Curso em Vídeo**
- **Cambridge English Level 1 Certificate in ESOL International (First)*, Cambridge University Press & Assessment**