

Joao Victor Lira

Information Technology Specialist

joao.lirajvl@outlook.com

<https://www.linkedin.com/in/joão-victor-lira>

515-715-7318

Orlando, FL, 32821, USA

I am a dedicated information technology specialist with a recent Bachelor's in Computer Science and expertise in technical support and IT infrastructure management. Recognized for quick problem-solving skills, reliability, and passion for technology. Eager to bring knowledge and enthusiasm to a collaborative team environment.

Work Experience

Information Technology Developer

Jan 2024 - Present

Ames Romero House | Iowa

- Remote Support Network Management : Maintained 99% network and telecomm uptime through remote guidance
- Custom Software Implementation: Integrated a donation tracking software to the organization, enhancing data handling efficiency by 40%, and allowing 10 more people weekly to receive food and transportation vouchers

Information Technology Specialist

Sep 2022 - May 2024

Iowa State University

- Technical Support Issue Resolution: Provided multi-channel Technical Support related to Android Operating Systems, IOS, Windows, Macs, Linux, Network Connectivity, and VPN, tech leasing achieving a 95% resolution rate within SLA timeframes. Receiving praise from my proactive approach
- Infrastructure Deployment Management: Deployed and configured over 500 devices using Software Deployment Tools like JAMF, SCCM, and Active Directory, ensuring error-free usage during time-critical periods of start of classes
- Process Optimization SOP Development: Created SOPs for network registration, reimaging laptops, operating tech leasing software, etc. and were used to train 15 new staff on Policies & Procedures across departments

Volunteer Experience

Live-in volunteer

May 2024 - Aug 2024

Ames Romero House

Lived in a catholic worker house where I provided hospitality, prepared food, and had warmful inclusive conversations to the homeless and destitute of Ames, Iowa serving over thirty people daily

Core Skills

Technical Support : Troubleshooting, Printers, Network, Deployment, Reimaging, Windows, Telephone Support, Soft skills:, Determined, Critical Thinking, Good Listener, Proactive, Showing Empathy, Building Trust, Customer Facing, Creative Problem Solving, Tools: SCCM, Active Directory, Office 365, Remote Access, Trello, Slack, Python, Javascript, ServiceNow Platform , Ability To Troubleshoot, Flexible, Java, ServiceNow Software

Education

Iowa State University

Aug 2019 - May 2024

Bachelor of Science Computer Science