

Juliana de Oliveira Gutierrez

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Summary

Technical Support Analyst with nearly 2 years of experience in technology environments, focusing on monitoring, technical support, incident diagnosis, and support for critical systems. Experience in digital health with PACS, DICOM, hospital integrations, and remote support. Skilled in ticket analysis, N1/N2 support, technical documentation, training, and end-to-end troubleshooting with development, infrastructure, and corporate clients. Motivated by collaborative environments and continuous learning, with interest in DevOps, monitoring (DataDog), automation, and cloud providers (GCP, AWS, Azure).

Professional Experience

RAIOSS PACS Solution | Technical Support Analyst

Aug 2023 – Present | Remote

- Technical support focused on SLA and customer satisfaction
- Incident triage and resolution (N1) with escalation to N2/N3
- Infrastructure diagnostics (servers, network, performance)
- Support for hospital integrations: Tasy, Totvs, Clinux, VX, RealClinic, MK Data, Navi
- Bug identification and collaboration with development team
- Creation of tutorials and training materials
- End-to-end ticket follow-up
- Remote support using tools like AnyDesk

Software Development Intern | RWE Telemedicine

Jan 2022 – Sep 2022 | Remote

- Development using JavaScript, jQuery, and PHP (Laravel)
- API integrations and MVC architecture
- DICOM medical imaging handling (X-ray, CT)
- PostgreSQL database interaction
- Bug analysis and fixes
- Participation in telemedicine system development

Neurolife Laboratories | Logistics Assistant & Receptionist

Oct 2020 – Nov 2021 | On-site

Administrative support, customer service, and operational control.

DASA | Customer Service Representative

Jan 2018 – Aug 2019 | On-site

Customer service, patient registration, and exam authorization.

Education

Technical Degree in Nursing – SENAC

Additional Education and IT Studies

- JavaScript Web Development
- Python for automation

- Programming logic and data structures
- APIs and databases
- Cloud and monitoring fundamentals
- Linux and networking basics
- DevOps concepts

Languages

Portuguese — Native

English — Intermediate – strong reading comprehension, able to understand technical documentation and communicate in writing

Spanish — Intermediate