

LEONARDO ALFREDO SILVEIRA COELHO

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PROFESSIONAL SUMMARY

Information Technology professional with technical and higher education in Systems Analysis and Development. Solid experience in computer support, networks, servers and information security, as well as internal development and process automation (RPA). Knowledge of Python, basic C#, and Artificial Intelligence, focused on stability, organization and continuous improvement.

TECHNICAL SKILLS

IT Support & Infrastructure	Computer maintenance, end-user support, troubleshooting and fault resolution.
Networking	Basic network configuration, TCP/IP, shared resources and corporate support.
Servers	Support for servers, internal services and corporate environments.
Information Security	Security best practices, access control and incident prevention.
Programming Languages	Python (Intermediate) and C# (Basic).
Automation	RocketBot (Intermediate) and process automation.
Spreadsheets & Office Tools	Excel and Google Sheets (Intermediate), Office 365 (Advanced).

LANGUAGES

Portuguese: Native
English: Advanced

PROFESSIONAL EXPERIENCE

Trajetória Consultoria – RPA Analyst and Developer

Jan 2025 – Present | Curitiba, Brazil

- Development and maintenance of automations using RocketBot
- Process analysis, documentation and optimization
- Integration of automations with Python scripts

Grupo JNP – Junior IT Support Analyst / Internal Developer

May 2022 – Dec 2024 | Curitiba, Brazil

- Technical support for computers, networks and internal systems
- Support for servers and corporate services
- Development of internal solutions and Python automations

EDUCATION & CERTIFICATIONS

Technologist in Systems Analysis and Development

Universidade Tuiuti do Paraná | 2022 – 2024

Technical Degree in Information Technology

Centro Estadual de Educação Profissional Seiji Hatanda | 2018 – 2021

English Language Program – Advanced Level

Wizard by Pearson | Full program focused on conversation, technical reading and professional writing.