

Laercio M. da Silva Jr

IT data analysis student

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EDUCATION

I am currently attending the second semester in IT Data Analytics

Courses already concluded in the first semester:

- Business Analysis Essentials - William Cunningham
- Data Fundamentals - Brian Shewan
- Introduction to Hardware and Operating Systems - Todd Verge
- Introduction to Networking and Security - Marie Dutka
- Logic and Programming I - Ronan O'Driscoll
- Professional Practices for IT - Marc Scarfone

Diploma in Information Systems from the Instituto Federal Catarinense (2010 - 2016)

- Notable school project: Development of a prototype to control the temperature and irrigation of a greenhouse using Arduino in 2015.

WORK EXPERIENCE

Maintenance Technician, AGE Tecnologia – April/2018 – July/2018 - Camboriu, SC
Brazil

- Maintenance of restaurant electrical equipment.

IT Help Desk, BRF – Oct/2011 - June/2015 - Itajai, SC Brazil

- Assembled and disassembled desktop and laptop computers for repairs, and installed Windows 7.
- Resolved problems within Microsoft office (outlook, excel, etc.).
- Working on-call response to system alarms, and recovering failed systems and applications.
- Maintained client appointment logs and records, and provided ongoing support to build rapport and disseminate information.
- Worked with Active Directory to build user network profiles, reset passwords, unlock accounts, etc.