

LUAN ALVES

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EXPERIENCE

Network Technician

Smartex.ai

Jan 2025 — Jun 2025

Porto, Portugal

- **Network Infrastructure and Planning:** Designed and planned industrial-scale network layouts for factories, ensuring robust connectivity and high availability for IoT/production environments.
- **Network Administration:** Managed office and factory networks using Mikrotik (Winbox), configuring routers, switches, and Access Points (APs) for optimal performance.
- **Automation & Scripting:** Developed Python scripts to automate terminal-based processes and network configurations, significantly reducing manual setup time.
- **Monitoring & Maintenance:** Implemented and managed real-time monitoring dashboards using Grafana and Zabbix to proactively identify bottlenecks and ensure rapid incident response.
- **Documentation:** Authored comprehensive technical documentation for network topologies and maintenance procedures, improving team knowledge transfer.

Internship Moving Up

Grupo Salvador Caetano

Jul 2024 — Sep 2024

Porto, Portugal

- **Process Automation and AI Integration:** Developed an intelligent database within the Zoho ecosystem, implementing a key-word-based automation system for customer support tickets.
- **Knowledge Management:** Optimized the response workflow by mapping FAQs and vehicle documentation, creating pre-defined templates that automatically attached relevant files based on query analysis.
- **Data Management:** Streamlined data entry and categorization of technical vehicle documentation, improving the accuracy and speed of the CODE (Center of Distribution) operations.
- **Tooling:** Advanced use of Zoho Desk, CRM, and Analytics to manage workflows and enhance internal reporting efficiency.

EDUCATION

Universidade Fernando Pessoa, Portugal

B.S in Computer Science Engineering

Sep 2022 — Jun 2026

PROJECTS

E-Commerce Platform | PHP, Lavarel

Sep 2025 — Jan 2026

- This project consists of the development of a robust web-based e-commerce application for the company “**José Nunes Lda**”. The platform allows customers to browse a product catalogue, manage a shopping basket, make secure online payments, and access an order history with automatic invoicing. For administration purposes, it includes a control panel (dashboard) for the centralised management of users and product inventory. The system was designed to be responsive and secure.

Portfolio Luan | React, Node.js, CSS

Aug 2025 — Present

- Website developed to showcase my projects, technical skills, and professional experience, allowing visitors to get to know my work and background in more detail.

CERTIFICATIONS

Network Basics

Cisco

March 2025

SKILLS

Programming Languages: JavaScript, Python, Java, SQL, C, C++, PHP, Laravel

Soft Skills: Problem-solving mindset, Team collaboration, Continuous learning, Time management, Adaptability

LEADERSHIP EXPERIENCE

Monitor*Jun 2023 — Jun 2026**Quinta da Paz*

- Led teams of over 40 teenagers to win different competitions, where I developed decision-making under pressure, leadership and communication skills.