Lucas dos Anjos de Sousa

Brazilian, 28 years old, Carapicuíba–SP

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Objective

Seeking an internship or junior position in Front-End Development, aiming to learn and contribute to real-world projects.

Summary

Currently pursuing a degree in Systems Analysis and Development, with a solid foundation in technology and experience in IT support, transitioning into Front-End development. During my studies in Digital Games at FATEC Carapicuíba, I gained skills in Python, HTML, CSS, JavaScript, and interface design. Recently, I deepened my knowledge in Docker and Node.js, as well as working with Azure, AWS, and Salesforce. At EF English Live, I contributed to the migration from desktops to laptops and the transition to a new Salesforce instance, improving user management. I am eager to apply and expand these skills in real projects, creating technological solutions that offer an excellent user experience and foster continuous   learning.

Native Language: Portuguese.

Education

Systems Analysis and Development
Centro Universitário Uninter
In Progress | Expected Completion: 2026

Digital Games
Faculdade de Tecnologia de Carapicuíba (FATEC)
2022 - 2024 (Interrupted)
Main focus: Interface design and user experience.

Professional Experience

EF English Live
IT Assistant | March 2023 - Present
- Provided Level 1 and Level 2 technical support, ensuring problem resolution and continuity of operations.
- Migrated 100% of desktops to laptops, ensuring all devices were included in the Entra ID domain, enhancing team efficiency.

- Contributed to the migration to a new Salesforce instance, optimizing user and process management in the sales area.
- Supported the implementation of new tools and processes, enhancing the scalability and modernity of the IT infrastructure.
- Managed the configuration and maintenance of cloud-based software and systems (Microsoft Azure), ensuring secure access and user continuity.

EF English Live
IT Intern | April 2022 - March 2023
- Provided technical support and assistance in managing hardware and software.
- Configured and maintained cloud systems, focusing on Microsoft Azure and AWS, facilitating user integration.
- Assisted in data and user management within the Salesforce CRM, optimizing sales operations.
- Supported and maintained the automatic dialer (Vicidial), ensuring continuous operation for the sales team.

Skills
- Technical Skills: HTML, CSS, JavaScript, Git/GitHub, Docker, Node.js, Azure, AWS, Salesforce, SQL.
- Design Tools: Figma, Photoshop.
- Programming Languages: Python, SQL (queries and programming).
- Languages: English - B2 (Upper Intermediate), proficient in technical reading and writing.

Soft Skills
- Effective Communication: Experienced in explaining technical issues to users and colleagues with varying levels of knowledge.
- Problem Solving: Proven ability to identify and resolve IT infrastructure and support challenges.
- Teamwork: Skilled in collaborating with multidisciplinary teams, maintaining a collaborative and productive environment.
- Adaptability: Quick learner of new tools and methodologies, adapting to team needs effectively.
- Time Management: Successfully balancing tasks and deadlines among studies, work, and personal projects.