

LUIZ ALCEBIADES

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My career objectives are to improve my IT knowledgements, experiences and also reach out great positions.

I'm very proactive and also I love working and leaning with the people.

PROFESSIONAL EXPERIENCE:

SEPTEMBER/2021 – (CURRENTLY)

SOLUTION ANALYST (ENGLISH), HEXAGON

Develop and support great dispatch and mapping systems using C#, Oracle SQL, HTML, CSS, Python, WPF. Activities are below:

- Improve all of Hexagon's softwares to customers;
- Create, delete, update tables on Oracle SQL;
- Procedures orderings;
- So many IT activities.

MARCH/2021 – SEPTEMBER/2021

FULL SERVICE DESK ANALYST BILINGUAL (ENGLISH), ALGAR TECH

IT Support for all Brazilian and American **GM Financial's** employee solving incident problems such as:

- Password reset systems;
- Windows and Mac troubleshoots;
- Procedures orderings;
- So many IT activities.

SEPTEMBER/2014 – JUNE/2016

COBOL DEVELOPER ENTRY LEVEL (ENGLISH), T-SYSTEMS

Develop and support for all the Volkswagen's Cobol softwares. Activities are below:

- Password reset systems;
- Create SQL procedures on Cobol;
- Testing the Cobol codes to correct possible failures on it;
- Create and edit all Cobol Project with all of my team.

Support for T-System's employees in so many subjects to solve with T-Systems Germany.

NOVEMBER/2012 – JUNE/2014

SERVICE DESK ANALYST BILINGUAL (ENGLISH), OPEN TEXT

IT Support for all **Citibank's** customers solving incident problems such as:

- Password reset systems;
- Financial Citibank's system;
- Access problems on Citibank's platforms;
- Procedures orderings;

Support for T-System's customers and account managers in so many subjects to solve with Citibank USA.

EDUCATION

DECEMBER 2020

IT FOR BUSINESS, FATEC

In this course I learned more about business subjects but the focus was to programming and IT Governance.

DECEMBER 2007

ENGLISH COURSE, THE BEST

In this course I started to learn English.

DECEMBER 2007

ENGLISH COURSE, THE BEST

In this course I started to learn English.

JUNE 2011

COMPUTER TECHNICIAN FOR WEB, ETEC

In this course I learned most of the programming languages such as PHP, Java, Javascript, C, C++ and Web Languages HTML and CSS.

SKILLS

- I'm very engaged in everything I do
- I'm a safe professional
- Proactive
- I like to help all the people on their professional issues.
- Perfectionist

HOBBIES AND EXTRA ACTIVITIES

I like to develop websites in my free time and I love watching movies and series as well. I play guitar and write a few songs and poems sometimes.

In two days a month I work on a church in a volunteer work helping poor people teaching English and computing to them. I believe good education and knowledge can improve everyone's lives.