

# Matheus Santos Zanella

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## Phone

(13) 99653-4985

## Portfolio

<https://curriculumobile.netlify.app/>



## Address

Vila Sonia - Praia Grande (SP) - Brazil

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## Professional goal

I am seeking a position as a Junior IT Analyst / IT Technician, leveraging my 2 years of experience as a technician and my incident resolution skills. During my professional career, I had the opportunity to interact with users in person and remotely, which improved my communication skills. My affinity for working in a team complements my experience, and my academic background reinforces my aptitude for computers.

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## Skills

### Soft Skills

Proactivity; Hands-on; Creativity; Communication; Organization; Teamwork

### Hard Skills

Data analysis; Machine maintenance; Hard drive data backup and recovery; Networking; Windows / Linux operating systems

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## Academic education

Universidade Católica de Santos (UNISANTOS)

Degree in Computer Science                      Night

Studying - 8th Semester

Conclusion: December /2023

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## Languages

English	Advanced
Spanish	Intermediary

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## Complementary courses

Udemy	8 hours	Technical Support Analyst in practice
Udemy	56 hours	Complete database - MySQL, SQL Server, Oracle, Xampp
CNA	5 years	Communication, reading and writing in the English language

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## Software knowledge

MySQL, SQL Server, Zabbix, Office 365, Power Query, Active Directory(AD), Team Viewer, Windows, Windows Server, Linux, HTML, CSS, JavaScript (JS).

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## Experience

Autoridade Portuária de Santos

### IT Technical Support Intern

01/2022 - At the moment

I worked in technical support (Help Desk) for a period of 2 years, where I provided customer support with a focus on incident resolution. Additionally, I was responsible for triaging service requests for both onsite and remote support. Through efficient teamwork, we were able to resolve incidents and update the company's asset inventory, covering the cities of Santos, Guarujá, and Bertioga.

In a short time, I excelled in the company and began performing more in-depth machine maintenance, including Windows system installation and formatting, as well as the installation and configuration of software such as SAP, Office 365, AutoCAD, among others. Furthermore, I started assisting VIP users, including the President, directors, advisors, and the Port Security, who hold high-ranking positions at the Port Authority of Santos.

User support - Onsite/Remote via Team Viewer

VIP user support

Ticket-based support via GLPI

Software/Hardware maintenance

Assembly/Installation/Removal of assets (computers, laptops, and printers)

Windows Operating System installation

Printer setup

Logistics control of assets (Desktop/Notebook)

Use of Excel for data management

Outlook email backup

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