

Matheus Santos Zanella

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Linkedin

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Portfolio

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

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.

Skills

Soft Skills

- Proactivity
- Problem solving
- Hands on
- Creativity
- Communication
- Organization
- Team work
- Flexibility
- Punctuality

Hard Skills

- Data analysis
- Database
- Virtual machine
- Machine maintenance
- Problem solving
- TCP/IP protocol
- Web development
- Office 365 Suite
- Windows/Linux Operating Systems

Academic education

Universidade Católica de Santos (UNISANTOS)

Degree in Computer Science Night

Studying - 8th Semester

Conclusion: December /2023

Idiomas

English	Advanced
Spanish	Intermediary

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

Experience

Autoridade Portuária de Santos

IT Technical Support Intern

01/2022 - At the moment

I worked in the technical support department (Help Desk) for a period of 2 years providing customer service with a focus on incident resolution, screening calls for in-person and remote service, with efficient teamwork we were able to resolve incidents and change the company's asset park that extends across the cities of Santos, Guarujá and Bertioga.

In a short time I stood out in the company, starting to carry out more in-depth maintenance on the machine, installing and formatting the Windows System, installing and configuring SAP, office 365, AutoCAD, among others and also started serving VIP users (President, directors, advisors, Port Guard) who hold positions at the Santos Port Authority

User support - In-person/Remote

Support for VIP users

Laboratory Administration

Software maintenance

Hardware Maintenance

Installation/Removal of assets (computers, notebooks and printers)

Printer Configuration

Logistics control of assets (Desktop/Notebook)

Spreadsheet organization

Office 365 package

Using Excel for Database

Ticket support

Network configuration

Backup Outlook emails

Asset visualization by ZABBIX

Software knowledge

MySQL, SQL Server, Zabbix, Excel, VMWare Workstation, Active Directory, Team Viewer, OCS inventory Professional.
