

# Matheus Santos Zanella

IT Technical Analyst



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## Experience

### IT Technical Support Intern

Autoridade Portuária de Santos

Jan/2022 - Oct/2023

- User Support - On-site/Remote (Using TeamViewer tool)
- Installation of Digital Certificates
- Lab Administration
- Hardware/Software Maintenance
- Installation/Removal of assets (computers, laptops, and printers)
- Logistics control of assets (Desktop/Laptop)
- SLA-based support

### IT Help Desk Assistant

M3 Solutions

Oct/2023 - Jan/2024

- Ticket, chat, phone, email, and in-person support
- Network traffic monitoring via PFSense and Zabbix
- VPN creation via PFSense
- Management of email platforms, including Locaweb, Zimbra, and Office 365, configuring them for POP or IMAP on client machines
- Creation/management/deletion of profiles through Active Directory (AD)
- Maintenance of Windows, Windows Server, and Linux systems
- Maintenance of notebooks and desktops
- Network monitoring via Zabbix on computers, printers, Access Points, and Switches
- Backup routine

### Computer Laboratory Analyst

Headnet

Jan/2024 - Today

- Computer and notebook maintenance
- Asset cleaning
- Network monitoring
- Assistance in switch cabling maintenance
- User support via phone, email, in-person, and remote
- Responsible for asset control through GLPI and OCS
- Installation and configuration of DIGIFORT
- Installation of digital certificates
- Configuration of VOIP (Voice over IP) phone extensions

## Skills

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

# Objective

Technology professional with a focus on incident resolution and equipment installation. Recognized for significant results, my commitment to technical excellence is supported by a higher education in the field. Continuously motivated to learn and evolve to ensure success in technological challenges, by taking courses and staying updated on software that can optimize my service. My experience always involves teamwork, showing solid results.

I intend to improve myself as much as possible, challenging my limits and applying these challenges to my work. I take practical courses and acquire more experience, becoming more efficient. I can prove this with SQL courses that I use for personal organization and internally in the company for organizational improvement with the team.

# Languages

Inglês/Inglés/English - Intermediary

Espanhol/Español/Spanish - Intermediary

# Educational background

Universidade Católica de Santos (UNISANTOS)

Bachelor's Degree in Computer Science

Completion: December/2023

# Course

## Technical Support in Practice

Course Competencies:

- CMD Commands
- Printer Installation via executable and IP
- Virtual Machine Creation
- Computer Formatting
- Learning to solve various IT area problems
- Understanding Active Directory (AD)
- Email Configuration for specific domain

## Complete Database

Course Competencies:

- Creating consistent databases from infrastructure and modeling perspectives
- Executing SQL language
- Understanding the entire transactional environment and choosing to continue studies in Business Intelligence analytical environments
- Modeling the database for any transactional system
- Programming in Database
- Performing Backups and Restores of your Databases
- Applying Constraints of any nature to your tables
- Creating Triggers, Procedures, Functions, and Views
- Using the Data Dictionary
- Securely applying 1 x 1, 1 x N, N x N relationships, Generalization, and Self-relationship