

# Matheus Santos Zanella

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Vila Sonia - Praia Grande (SP) - Brazil

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## Professional Profile

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 degree in the field. Continuously motivated to learn and evolve to ensure success in technological challenges, I pursue courses and stay updated on software that can enhance my support. My experience consistently revolves around teamwork, showcasing solid results.

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## Target

To continue in the technical field of the technology sector, improving performance, demonstrating greater capability to resolve customer and partner incidents.

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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; Windows / Linux operating systems

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## Academic education

Universidade Católica de Santos (UNISANTOS)

Degree in Computer Science                      Night

Conclusion: December/2023

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## Languages

<b>English</b>	Advanced
<b>Spanish</b>	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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## Experiências

### Young Apprentice - Operational Assistant

BR Mobilidade / SEST SENAT

**Start:** 04/01/2021

**End:** 24/09/2021

Teamwork highlight, highly praised for the support provided to operators, as well as customer service and assistance to operators in meeting their needs.

- Customer service
- Operational control
- Teamwork

### Intern - IT Helpdesk

Autoridade Portuária de Santos

**Start:** 03/01/2022

**End:** 09/10/2023

I assisted clients, efficiently resolving incidents for 1 year and 9 months. I logged service calls for both on-site and remote assistance, contributing to the quick resolution of issues. I worked in a team, addressing incidents and updating assets in Santos, Guarujá, and Bertioga. Over time, I began attending to VIPs, including the President, directors, advisors, and Port Guard of the Santos Port Authority.

- On-site and remote assistance
- Resolving incidents and updating the company's asset inventory
- Installation and configuration of essential programs such as SAP, Office 365, AutoCAD, among others.

### Support Analyst Level 1

M3 Solutions

**Start:** 09/10/2023

**End:** 08/01/2024

I worked in technical support for over 30 companies across the state of São Paulo, providing remote and on-site assistance through tickets. During this period, I highlight the following achievements:

- User technical support via chat, phone, email, and ticket
  - Used PFSENSE and Zabbix to monitor and optimize internet traffic
  - Utilized PFSENSE for VPN configuration for employees
  - Led the installation and configuration of ACCESS POINT
  - Contributed to the efficient creation, management, and deletion of profiles in Active Directory
  - Managed email platforms, including Locaweb, Zimbra, and Office 365, configuring them for POP or IMAP on client machines
  - Performed maintenance on operating systems in servers, including Windows, Windows Server, and Linux
  - Conducted hardware maintenance, focusing on notebooks and desktops.
  - Contributed to infrastructure security by installing Bitdefender antivirus on company computers, in addition to assigning policies and managing site blocking and unblocking.
  - Backup routines
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