

Marcelo Gomes de Abreu Oliveira

N2 Support Analyst

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GOAL

Front-End/Back-End Development
Support IT Analyst
Automation Analyst

SUMMARY

IT information technology professional, knowledge in Hardware, Software, Networks, Printing and Systems in general, performing functions as N2 Support Analyst and software development in Python and JavaScript languages, as well as its structure in HTML and styles in CSS. Computer network management and administration. Information Security, Operating Systems, exchange of peripherals, structured cabling, Rack's, Microsoft updates, Microsoft Intune, SCCM Management, data link monitoring, servers, database, indicator reports.

EDUCATION

University Nove de Julho - Uninove - 2022 - 2024

Technologist of System development and Analysis - In Progress

EXPERIENCE

Stefanini IT Solutions

N2 Support Analyst - 09/03/2023 - Currently

Work as an Outsourcer at Scania Latin America LTDA. Monitoring of data links, technical support for users of Desktops, Notebooks, printers, data collectors, configuration of telephone devices, configuration of iPhones, installation of software approved by the corporation, opening tickets through a portal available on the INTRANET, creation of procedures, Image download of the Windows 7, 8 and 10 Operating System, Configuration and management of Exchange Server through Microsoft Outlook. Development of applications and automations in Python, Apps using the Power Apps tool.

Sese Logistics

Quality Analyst - 30/11/2021 - 14/03/2022

Analysis of product quality and standardization of processes, application of training focused on continuous improvement, preparation of reports and control of Work Instructions.

Administrative Analyst - 28/01/2019 - 29/11/2021

Syncreon Logistics S.A

Auditor - 07/03/2017 - 28/12/2018