

| |  | **Marcelo Ferreira Cavaliere**  Software Developer | | --- | --- |  Profile Master in Applied information technology and a Bachelor in Computer science with more than 6 years of experience as an ABAP developer(SAP language) living in Australia since 2018, I am looking to get back into the development area, this is the area that I like the most, and unfortunately I could not work in it for the past few years.  My previous experience is 5 years working as an ABAP developer where I learned programming skills such as programming logic, database concepts, data structures and the ABAP language by itself, as well as essential soft skills like time management, teamwork and adaptability. I am also able to work by myself under minimal or no supervision whenever it is necessary, I have worked for 3 months as a .NET Jr. developer where I learned the basics of Visual Studio, C#, REST API, Object-oriented, SQL, HTML, CSS and Git. Employment HistoryBus Driver (Link SA) Mount Gambier, SA. October 2023 — Present  · Responsible for providing the passengers with a safe, efficient, and smooth bus trip experience and excellent customer service, Including School services. Bus Driver (Torrens Transit) Adelaide SA. July 2023 — October 023  · Responsible for providing the passengers with a safe, efficient, and smooth bus trip experience and excellent customer service, Including School services. Customer Service Agent (Woolies) Sydney NSW/Adelaide SA. October 2022 — July 2023  · Providing customer service and presenting a positive self-image.  · Loading and monitoring the load of the vehicle at the retail dock.  · Safely driving a small truck, unpacking and hand-delivering a variety of products including alcohol, cigars and cold products direct to consumers. Customer Service, Uber Eats, Sydney NSW/Adelaide SA April 2018 — Present  · Maintaining complete and appropriate records regarding the dispatches made and invoices generated.  · Communicating with the customers courteously and professionally.  · Assisting in delivery procedures.  · Regularly and responsibly handling customer service queries and providing solutions, almost 5000 deliveries with client satisfaction by 99%.  · Establishing strong relationships both internally and externally ensuring customer retention.  · Planning and following the most efficient routes for delivering goods. Software Engineer (Junior), Next3pl, Sydney NSW February 2022 — April 2002  - I worked as a Junior Software Engineer in the in-house team, maintaining, enhancing and debugging the system that manages all the company sales and storage, using technologies such as .NET, C#, Rest, basic SQL to fetch some data and SmartGit to maintain and develop new features to the system.   Kitchen Hand and Delivery, Co-Owner of The\_Pig\_Veg, Sydney NSW https://www.instagram.com/the\_pig\_veg/  February 2020 - December 2022  Along with my wife, I ran a Plant-based small business where we sold food majority in Bondi Beach, Sydney for 2 years.  · Pick up fresh food weekly in the supermarkets  · Chop and cut vegetables and greens, and pre-prepare the food for the chef to finalise the meals.  · Clean the dishes and organize the kitchen after the shift every day.  · Set the routes and deliver the food by car or motorcycle. SAP ABAP Consultant, Assurance IT, São Paulo (Brazil) December 2017 — February 2018  · Use of the ABAP development language.  · Development of new programs for use in SAP.  · Working with the development team to design proper solutions following the functional requirements and long-term strategy.  · Driving and supervising the build process, test, and deployment.  · Use of MS Word to generate reports and guides.  · Training new employees according to the business process and procedures.  · Testing/Troubleshooting.  · Fixing existing programs in SAP.  · Report, Module Pool, Enhancements, Badi, Bapi, Batch Input, Sap Notes, Smart forms, Debug, Espec Tech. SAP ABAP Consultant, Stefanini, São Paulo (Brazil) September 2015 — October 2017  · Providing first-line support for diagnosing and solving hardware, software, or system faults, and responding promptly to service issues and requests by phone, email, on-site or ticket management system.  · Analysing requirements in terms of understanding, estimations, feasibility and suggesting different approaches whenever required.  · Peer code review to verify technical or logical problems, coding standards etc.  · Usage of the ABAP development language.  · Creation of new programs for use in SAP.  · Development of new projects that allowed the management to present for prospective clients.  · Troubleshooting current programs in SAP.  · Maintaining an in-depth record of all the products developed.  · Providing support to the team to avoid escalation of issues.  · Report, Module Pool, Badi, Bapi, Batch Input, Smart forms, Debug, Espec Tech.  · Keeping a record of all data, including a way to solve an issue, which led to being a guide to my colleagues. SAP ABAP Consultant, CPM Braxis/Capgemini, São Paulo (Brazil) April 2012 — September 2015  · Partnering with product owners to clarify functional requirements and scope.  · Constantly seeking the best way to perform different tasks  · Client visits.  · Following design and code review process.  · Working with support teams to identify and resolve production issues.  · Training, mentoring, and providing quality assurance for software developers.  · Management of the ABAP development language.  · Development of new programs for use in SAP.  · Repair of standing programs in SAP.  · Report, Module Pool, Debug, Espec Tech. Network Monitoring And Technical Support, Matrix Informatics, São Paulo (Brazil) April 2011 — April 2012  · Network monitoring and follow-up.  · First and second level support for customers of dial-up plans, making the necessary configurations and adjustments in the customers' modem to keep the connection working.  · Basic networking removal/installation and clearing of configurations.  · Reporting of processes and regular status updates.  · Resolving staff/service IT issues remotely.  · Maintaining and monitoring IT infrastructure, including computer hardware, software, operating systems (Windows and Mac), networks, and phone systems.  · Monitoring and diagnosing cloud and on-premises system incidents, implementing corrective action, and following up on escalated issues to ensure a successful resolution is achieved.  · First and second level support for hosting customers, assisting in opening tickets and also in configuring email accounts.  · Daily backups in the data centre, in addition to monitoring the equipment used to maintain the environment in full operation, such as generators, batteries and temperature control of the environments. EducationMaster Of Applied Information Technology, Victoria University, Sydney October 2020 — July 2022  The master has been done with the goal of incrementing the knowledge acquired on the graduation and in order to keep me up to date with the technologies that are in the market, especially to improve my skills in the development area.  Although the main goal was to learn more about development there was a vast range of subjects that kept me integrated into the technology area such as project management, databases, networks, cloud computing and information security. Computer Science, Universidade São Judas Tadeu, São Paulo(Brazil) January 2010 — December 2014  In a nutshell, computer science degrees deal with the theoretical foundations of information and computation, taking a scientific and practical approach to computation and its applications. This course teaches the core principles and technologies associated with the design and construction of computer systems. Students learn the fundamentals of computing tools with a focus on data science, artificial intelligence, and the design of algorithms for programming languages. Computer Systems, SENAC, São Paulo(Brazil) June 2008 — December 2009  This qualification provides the skills and knowledge for an individual to install and administer simple networks, servers, and client desktop deployments either as an independent information and communications technology (ICT) specialist.  Students who successfully complete this course, obtain current industry knowledge and skills needed to install and administer simple networks, servers, and client desktop deployments. Individuals will learn the fundamentals of working with hardware and software, setting up small networks (like building a small wireless local area network) and tending to the needs of client business requirements. References **Cassio Lemos (Tech Lead at Next3pl)**  cassio.lemos@next3pl.com +61 421 174966 Vinicius (Manager at Fregolente) fregolente\_transport@hotmail.com +61 451 860 653 Rafael Cardoso (Co-Worker at Fregolente) rafa.cardosos10@gmail.com +61 402 588 351 Elaine Lima (Co-Worker at The Pig Veg) elainelima\_18@hotmail.com  +61 452 223 580 | Details 41 Cardinia St, Mount Gambier SA, 5290, Australia  (Willing to relocate)  0452230652  marcelocavaliere@gmail.com LicensesHR, C and R RSAT(same-day alcohol deliveries) VisaFull Working rightsNationality Brazilian Date / Place of birth 04/02/1988  São Paulo, Brazil Links [LinkedIn](https://www.linkedin.com/in/marcelo-cavaliere-40876b7b/) Skills  | Fast Learner | | | --- | --- | |  |  |  | Teamwork | | | --- | --- | |  |  |  | Adaptability | | | --- | --- | |  |  |  | Programming | | | --- | --- | |  |  |  | Object Oriented | | | --- | --- | |  |  |  Languages  | Portuguese | | | --- | --- | |  |  |  | English (IELTS 7) | | | --- | --- | |  |  |  | Spanish | | | --- | --- | |  |  | |
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