

# Marcelo Paes Barreto

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## Summary

As a highly motivated and goal-oriented professional with extensive experience in the technology industry, I am passionate about driving success and delivering exceptional results. My expertise lies in cloud infrastructure management (Microsoft Azure), IT support, technical troubleshooting, communication, problem-solving, and leadership. I thrive in collaborative environments and am committed to continuous learning and self-improvement. As an enthusiastic team player, I am eager to contribute my skills and make a significant impact, helping achieve shared goals and objectives.

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## Professional Experience

### LTIMindtree, Kraków, Poland (November 2022 - Present)

#### *Technical Specialist – Cloud & Infrastructure Management*

Providing exceptional business support to Microsoft Azure Enterprise customers globally via phone and email. Responsibilities include understanding complex customer inquiries and troubleshooting issues related primarily to Azure Backup & Recovery services (Recovery Service Vaults, ASR), Virtual Machine administration, backup policies, alerts, and monitoring. Actively handle daily operational activities for subscription/billing platforms and support end-users with cloud migrations and infrastructure building. Regularly interact technically with Microsoft architects and developers to devise and provide effective technical solutions.

### HCLTech, Kraków, Poland (September 2018 - November 2022)

#### *Team Lead (2021 – 2022)*

Spearheaded project initiation and ensured smooth transitions during ramp-up phases. Implemented strategies for business continuity. Led and supervised a team of 15 Agents, providing guidance, mentorship, training, and support. Delegated tasks, audited tickets for quality and compliance, analyzed schedules, addressed escalations, prepared performance reports, and ensured adherence to SLAs. Liaised effectively with internal teams, clients, and vendors.

#### *Senior IT Analyst (2018 – 2021)*

Handled diverse customer needs, particularly for Brazilian/Portuguese clients, managing high volumes of calls and emails. Provided clients with necessary information and effective solutions, prepared documentation and reports, audited tickets, and ensured precise performance of duties. Played a key role in training new joiners and supporting colleagues on new projects.

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## Additional Management & IT Experience

### Barreto Logistics Ltd, London, UK (2016 - 2018)

#### *Managing Director*

Directed overall strategic planning and operational management for the logistics company. Responsibilities included budget management, supplier/vendor relations and negotiations, overseeing order fulfillment, ensuring regulatory compliance, analyzing performance data, and supervising staff.

### Wettons Cleaning Services, London, UK (2011 - 2012)

#### *Assistant Manager*

Managed client relationships and operational aspects for 120 contracts. Responsibilities included attending client meetings, email correspondence, reporting, and overseeing 4 area supervisors and a team exceeding 500 employees, demonstrating large-scale team management capabilities.

### HCLTech, Krakow-Poland (2009 - 2011)

#### *IT Analyst*

Provided service desk support, handling customer needs, particularly for Brazilian/Portuguese clients. Managed inbound/outbound calls and emails, offering information and solutions.

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# Skills Profile

My professional capabilities are built on a strong foundation of technical expertise, leadership, customer engagement, and operational management developed across diverse roles in IT, logistics, and service management.

**Technical Proficiency:** Specialized skills in Microsoft Azure Cloud solutions, particularly excelling in Azure Backup & Recovery, Azure Site Recovery (ASR), Recovery Service Vault (RSV) management, Virtual Machine administration, and the implementation of backup policies, alerts, and monitoring systems. Experience extends to supporting Azure subscription and billing platforms, assisting with cloud migrations, and collaborating with technical architects. Solid understanding of Windows Operating Systems (troubleshooting, configuration, administration), Microsoft Office Suite, Microsoft Teams, and web browsers (IE, Edge, Chrome). Foundational knowledge of Active Directory, core Azure concepts, VDI environments, and VPN technologies (Zscaler, Pulse, Cisco). Working knowledge of ITSM platforms (ServiceNow, Cherwell), remote support tools (Bomgar, Remote Desktop Connection), and computer hardware.

**Leadership and Management:** Proven ability to lead and manage teams effectively. Experience includes managing and mentoring a team of 15 IT agents at HCLTech, overseeing project ramp-ups, business continuity, training, task delegation, quality assurance, performance reporting, and SLA adherence. Demonstrated large-scale management capabilities as Assistant Manager at Wettons, overseeing operations for 120 contracts, 4 supervisors, and a team exceeding 500 employees. Strategic planning and operational management experience as Managing Director at Barreto Logistics, including budget management, supplier negotiations, and staff supervision.

**Customer Engagement and Communication:** Over fifteen years dedicated to customer-facing roles, honing exceptional customer handling skills. Adept at understanding client needs and providing effective solutions via phone and email, supporting global enterprise clients and specific language groups (Portuguese/Brazilian). Experience includes liaising effectively with clients, internal teams, and third-party vendors, resolving escalated issues, and maintaining strong customer relationships. Excellent telephone manner refined in target-driven, call-centric environments.

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## Certifications & Training

My commitment to continuous learning is demonstrated through various certifications and training programs:

- **Microsoft Certified: Azure Fundamentals** (Microsoft)
- **Agent Copilot Training** (QA, Mar 2025)
- **ITIL 4 Training**
- **Leads Academy** (HCLTech)
- **LinkedIn Learning Courses:**
  - Advance Your Skills with Microsoft Entra ID (Oct 2024)
  - Microsoft Entra ID Fundamentals (Oct 2024)
  - Microsoft Azure: Identity and Access Management (Nov 2024)
  - Microsoft Azure: Networking Concepts (Nov 2024)
  - Windows Server 2022 Essential Training (Nov 2024)
  - Creating Positive Conversations with Challenging Customers (Nov 2024)
  - Customer Experience Strategy: Build a Customer-Centric Culture (Nov 2024)
  - Customer Success Management Fundamentals (Nov 2024)
  - Customer Success: Skills for Successful Client Interactions (Nov 2024)
  - What Is Scrum? (Nov 2024)

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## Education

**Faculdade Boa Viagem (FBV), Brazil (2007 - 2009)**

- **Degree:** Marketing & Management

My university degree in Marketing Management equipped me with a comprehensive understanding of the dynamic world of marketing and its essential role in driving business success. Throughout my studies, I gained expertise in market analysis, consumer behavior, strategic planning, branding, and digital marketing strategies, with a strong focus on real-world applications.

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