



MARCELO PAES BARRETO

Technical Specialist - Cloud & Infra Management

PROFILE

I am highly motivated and goal-oriented professional with a passion for Technology. With 6 years of experience in Tech industry, I am dedicated to delivering exceptional results and driving success in all endeavors. Known for my excellent communication, problem-solving and leadership skills, 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 expertise and make a significant impact for your business to achieve shared goals and objectives.

CONTACT

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HOBBIES

Football
Movies
Travel
Cooking

EDUCATION

FBV

2007 - 2009

My university degree in Marketing Management equips 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

Colegio Atual

1995 - 2002

I graduated from Colegio Atual, an esteemed institution known for its dedication to academic excellence and holistic development. Throughout my high school years, I demonstrated a strong commitment to learning and achieved consistently high grades across various subjects. Engaging in diverse extracurricular activities, I honed valuable leadership and teamwork skills while actively contributing to school clubs and community service initiatives.

WORK EXPERIENCE

LTIMindtree - Technical Specialist – Cloud & infra Management

2022 – Present

Providing exceptional business support to Microsoft Azure Enterprise customers around the world via phone or email. understanding their inquiries, Troubleshooting Azure Backup & Recovery related issues, Recovery Service Vault - Virtual Machine creation, Policies, Alerts, Monitoring, etc..

Responsible for working on the daily operational activities of the subscription/billing platform, i.e. handling assigned cases via duty managers or the ticketing system. Support end users with migrations and building their infrastructure in the Azure cloud. Interacting technically with Microsoft architects and developers to provide technical solutions to our customers.

HCLTech - Team Lead

2021 – 2022

Responsible for spearheading project initiation and ensuring smooth transitions during ramp-up phases ensuring the success of our projects and maintaining efficient operations. Implementing strategies to maintain business continuity, even during challenging situations.

Leading and supervising a team of 15 Agents.
Collaborating closely with fellow staff members and other teams.
Providing guidance, mentorship, and support to team members.
Conducting training sessions for Agents to enhance their skills and knowledge.
Delegating tasks effectively to optimize productivity.

Auditing Agents' tickets to ensure accuracy, compliance, and adherence to established quality standards as well as implementing corrective actions when necessary.

Providing timely support to team members, addressing their concerns, and promoting a positive work environment.

Analyzing team schedules and rosters to ensure optimal coverage.
Making data-driven decisions to improve efficiency.
Addressing escalated issues promptly and effectively.
Preparing reports on team performance, trends, and key metrics.

Maintaining SLAs by monitoring response times, resolution rates, and customer satisfaction.
Implementing strategies to meet or exceed SLA targets.

Actively participating in daily team meetings.
Liaising with various internal teams, clients, and third-party vendors to facilitate collaboration and problem-solving.

HCLTech - Senior IT Analyst

2018 – 2021

handling customer's needs; Brazilian / Portuguese client related enquirers, receiving a large number of calls, and emails, providing clients with the necessary information and suggested solutions, preparing documentation and reports and auditing tickets, accurate performance of assigned duties, training new joiners, supporting team lead and collages on new projects.

Barreto Logistics Ltd – Managing Director

2016 – 2018

Strategic Planning: Develop and implement strategies for efficient logistics operations. This includes optimizing transportation routes, managing inventory, and ensuring timely deliveries.

Supplier and Vendor Relations: Liaise with suppliers, manufacturers, and retailers. Negotiate contracts, rates, and terms. Maintain strong relationships to ensure a reliable supply chain.

Order Fulfillment: Coordinate the entire order cycle, from order placement to delivery. Monitor order accuracy, timeliness, and customer satisfaction.

Budget Management: Monitor and manage logistics budgets. Control costs related to transportation, warehousing, and other logistics activities.

Problem Resolution: Address any issues or complaints related to logistics, whether from customers, suppliers, or internal teams.

Compliance: Ensure compliance with relevant laws, regulations, and industry standards. This includes safety regulations, environmental requirements, and ISO standards.

Data Analysis: Analyze logistics metrics and performance data. Use insights to improve efficiency, accuracy, and productivity.

Staff Supervision: Oversee warehouse staff, drivers, and other logistics personnel. Provide coaching, training, and support.

Customer Service: Maintain Excellent customer relationships by ensuring timely deliveries, resolving issues promptly, and meeting customer expectations.

SKILLS

Strong Customer Service Experience
Excellent Communication
Great Teamwork ability and natural leadership
Business oriented and organized
Knowledge of Office Application
Hands on knowledge of MS Azure cloud Services
Fluent English
Fluent Portuguese