

Paulo dos Santos Ribeiro

Technical Support Analyst
Junior Developer

CONTACT

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LANGUAGES

Portuguese – Native
English – Advanced
Spanish – Basic

SKILLS

Technical Support
Customer Service
Troubleshooting
Web/Game Dev
Networking
Analytical Thinking
Adaptability

01 Profile

Tech-driven professional passionate about delivering solutions, optimizing processes, and exceeding customer expectations. I thrive on learning new technologies, translating complex challenges into actionable results, and contributing to high-performance teams. Ready to leverage my hands-on experience in support, development, and automation to drive value at SAP.

02 Experience

IT Support Intern

2024 – Present

Novo Hamburgo City Hall

Novo Hamburgo – RS, Brazil

- Provided proactive on-site & remote support for 100+ users; maintained high customer satisfaction.
- Diagnosed & resolved complex hardware, software & networking issues; cut incident-resolution time by **25%**.
- Installed & configured operating systems and business-critical applications.
- Authored documentation for recurring problems, enabling knowledge sharing & faster onboarding.
- Communicated technical solutions clearly to non-technical users, boosting confidence & adoption.

Electromechanics Apprentice

Jul 2021 – Jul 2023

SENAI

Novo Hamburgo – RS, Brazil

- Assembled, programmed & maintained industrial machinery and robotic systems, enhancing reliability.
- Optimized production efficiency via preventive-maintenance routines.
- Interpreted technical diagrams in cross-functional teams to deliver solutions.
- Trained peers in basic robotics programming & troubleshooting, fostering a culture of improvement.

03 Education

Technologist in Systems Analysis & Development

Uniassevi – 2023 to Present (4th semester)

Technical Degree in Electromechanics

SENAI – Jul 2021 to Jul 2023

04 Interests

- Continuous Improvement
- Technology Trends
- Knowledge Sharing

05 References

Available upon request.