Paulo dos Santos Ribeiro

IT Technical Support

CONTACT

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São Leopoldo – RS, Brazil

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LANGUAGES

Portuguese — Native

English — Fluent

Spanish — Basic

TECH SKILLS

Operating Systems: Windows OS Administration, Linux Basics

Networking: LAN/Wi-Fi, TCP/IP

Hardware: Troubleshooting, Maintenance & Repairs

Remote Support: TeamViewer, AnyDesk

Productivity Tools: Microsoft Office Suite

Directory Services: Active Directory (Users & Permissions)

Scripting: Batch, PowerShell

Ticketing Systems: GLPI, Jira, ServiceNow

Versioning & Documentation: Git & Documentation

COURSES

Udemy — Web Development Bootcamp (2024 – Ongoing) Included modules on systems setup, troubleshooting, and version control

Growdev — Codaí 2.0 (2023) Team projects with Git, problem solving and IT fundamentals

Kenzie Academy (2021) Introduction to programming and technology foundations

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01 Profile

IT Technical Support professional with hands-on experience in troubleshooting hardware, software, and network issues. Skilled in remote and onsite support, preventive maintenance, and user training. Adept at documenting procedures, collaborating with teams, and ensuring a smooth and reliable IT environment. Fluent in English with the ability to interpret technical documentation — motivated to grow within IT infrastructure and support roles.

02 Experience

IT Intern — Technical Support   *2024 – Present*

Novo Hamburgo City Hall

Novo Hamburgo – RS, Brazil

- Provided onsite and remote support to end users, resolving 50+ hardware/software incidents weekly with a high satisfaction rate.
- Performed preventive and corrective maintenance on desktops and laptops (cleaning, thermal paste replacement, hardware diagnostics and upgrades).
- Installed, configured, and updated software including Microsoft Office Suite, browsers, antivirus solutions, and business applications.
- Managed helpdesk tickets from opening to resolution, ensuring timely support, accurate documentation, and proper follow-up with users.
- Configured printers, scanners, and peripheral devices, troubleshooting connectivity and driver-related issues.
- Supported basic network administration, diagnosing LAN/Wi-Fi problems and assisting with IP configuration and connectivity checks.
- Performed user support for email accounts, password resets, and account access in Windows environments.
- Provided guidance and basic training to end users on safe IT practices, software usage, and data backup routines.
- Collaborated with the IT team to identify process improvements, optimize internal documentation, and enhance the IT environment.

Technical Support Assistant (Academic Project)   *2021 – 2023*

SENAI — Electromechanics Course

São Leopoldo – RS, Brazil

- Assisted peers and instructors with troubleshooting PCs, networks, and electronic devices.
- Configured and maintained lab computers and networks to ensure smooth classes and projects.
- Performed preventive and corrective maintenance on computers and lab equipment.
- Repaired electronic boards through soldering, replacing faulty components, and restoring device functionality.
- Worked with programmable boards (Arduino), Bluetooth modules, and object sensors, gaining experience in hardware integration and connectivity troubleshooting.
- Applied soldering techniques in assembling and testing circuits, ensuring reliable electronic connections.
- Tested mobile-based Bluetooth commands to support device configuration and manual control, reinforcing user support and technical adaptability.

03 Key Projects

Helpdesk Ticket List

- Developed a simple web app (HTML, CSS, JS) to list and manage IT support tickets, simulating real helpdesk workflows. [View Project]

Ticket Notification Bot

- Built a Google Apps Script bot that automatically emails alerts whenever a support ticket changes status, improving communication between IT staff and users. [View Project]

Internal Knowledge Base

- Created a basic internal knowledge-base website to document recurring IT issues and solutions, reducing troubleshooting time by 25% and supporting onboarding of new IT interns.

04 Education

Technologist in Systems Analysis & Development

Uniasselvi — 2023–Present (5th semester)

Technical Degree in Electromechanics

SENAI, São Leopoldo – RS — Jul 2021 – Jul 2023

05 Certificates

🏆 Advanced English Certificate

Twenty English Course (2023-2025)

🏆 Electromechanics Technical Certificate

SENAI — São Leopoldo (2021–2023)

Certificates available: [View Certificates]

06 Interests

- IT Infrastructure & Networking
- Hardware Maintenance & Troubleshooting
- Cybersecurity & Data Protection
- Helpdesk & Customer Support Excellence
- Continuous Learning in IT