Rodrigo Schneider Wernke   +49017621754027   rodrigoschneider94@gmail.com

Personal Information

First Name / Surname:	**Rodrigo Schneider Wernke**	
Date of Birth:	**02/05/1994**	
Gender:	**Male**	
Nationality:	**Brazilian-German**	
Address:	**Salvador-Allende-Str 76 G**	
	12559	
	Berlin	
	Germany	
Mobile:	**+49017621754027**	
Email:	**rodrigoschneider94@gmail.com**	
Skype:	**rodrigoschneider94**	
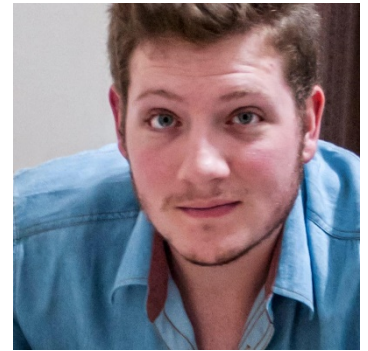
Work Experience

08/2016 – 10/2017

IT Analyst at BRF S.A
Global food company, 100.000+ employees. As a new goal inside the company I was designated to be one of the heads of ITAM (IT Asset Management) team project. Due to the experience and proactivity to solve problems, find manners and develop systems. Before our team take control, the company had no control of Hardware and Software
Requests and Management. Contributed adjusting the request and management system (ServiceNow), produced reports and dashboards routines, solved licensing software difficulties and blacklisted softwares. The kickoff project to adjust and restructure the team was done in approximately 3 months. The team was recognized as one of the
most important and featured teams in the company.

02/2015 – 08/2016

IT Support Technician at BRF S.A
Global food company, 100.000+ employees. Worked in First Level IT Help Desk Support, providing support to all related IT problems in OS, email and softwares used by company, including first level SAP. Support for all countries users. Contributed implementing a Wiki System and a Web Dashboard (Ticket Openings) in order to produce better and faster attendance to end users. Which helped the team acquire more knowledge

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and control of tickets. Our team have won the prize of best attendance team in 2015's result.

12/2013 – 10/2014   **IT Administrator at Dec Virtual**
Personal products distributor. Worked as IT Administrator. Provided management and support of computers, printers and smartphones.

04/2012 – 02/2013   **IT Support Technician at Videosoft**
ATM company which produces the terminal structure and software for it. Company known in Brazil for providing ATM inside airports for costumers make check-in and receive information about their flight. I have worked providing remote support for company's clients and internal support for infrastructure and systems.

Education: University

Universidade do Vale do Itajaí, Itajaí, SC — Computer Science (Incomplete)

Education: High School and Courses

Curso e Colégio Energia, Balneário Camboriú, SC – High School
Connect English, San Diego, CA – English Max Program
ProWay Informática, Blumenau, SC – Microsoft C# Programming Course
Snow Software, Curitiba, PR – Snow Software Asset Management Course

Language Skills

Portuguese (Native Language), English (Advanced), German (Beginner)

Computer Skills

C#, Xamarin, HTML, CSS, JavaScript, PHP, Costumer Support, Operating Systems, System Center, iOS, Android, Office Suite, Snow, Tableau, ServiceNow

Hobbies

Programming, hanging out, bicycling

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