

RAUL ANSELMO DOS SANTOS

Technical Support — Backend Developer — Monitoring Specialist

Caraguatatuba, São Paulo, Brazil | (+55) 12 9 9657-5869 | raul.trabalho5511@gmail.com

[LinkedIn: Raul Anselmo](#) | [GitHub: RaulAnselmoDSantos](#)

Professional Summary

Versatile professional with experience in **technical support**, **backend development**, and **monitoring tools**. Proficient in infrastructure maintenance, customer support, and implementing on-demand solutions. Enthusiastic about **process automation**, constantly seeking innovation and excellence in results. Holds **AWS** certifications and is proficient in **Node.js**, **Java**, and **Linux**.

Technical Skills

- **Infrastructure:** Linux, Windows Server, Active Directory, Networking, Firewall, SSH
- **Development:** Node.js, NestJS, Prisma ORM, PostgreSQL, Java, MySQL, JavaScript, HTML5, CSS
- **Tools:** Docker, Git, Zabbix, Grafana, PowerShell, Mikrotik, Load-balancers
- **Languages:** English (B1 - Intermediate), Portuguese (Native)

Professional Experience

JC SANTOS & ABREU LTDA

IT Equipment Maintenance Technician | May. 2024 – Present

- Performed hardware, software, and network diagnostics and troubleshooting, ensuring operational continuity.
- Configured and maintained racks, servers, Mikrotiks, and load-balancers, optimizing network infrastructure.
- Provided on-site and remote technical support for businesses, including equipment installation and configuration.
- Developed custom systems with a focus on security and scalability to meet company needs.
- Implemented an efficient backup solution using third-party software and SSH authentication for clients.
- Created automation with Java and PowerShell to streamline client registration, configuration, and access to the backup system.
- Monitored over 100 pieces of equipment (servers and workstations) using Zabbix, Grafana, and MySQL for backup monitoring dashboards.

PUAH Consultoria

Technical Support Analyst | Nov. 2022 – 2023

- Provided infrastructure technical support, configuring Active Directory, networks, and Linux and Windows environments.
- Documented processes and created scripts for recurring task automation, increasing operational efficiency.
- Managed Windows Server (Active Directory) and Linux servers, ensuring system stability.
- Configured networks and generated reports for accountability, ensuring transparency and control.

Education

Instituto Federal de Educação, Ciência e Tecnologia de São Paulo (IFSP)

Technology in Systems Analysis and Development | 2022 – 2025 (Currently Enrolled)

Instituto Federal de Educação, Ciência e Tecnologia de São Paulo (IFSP)

Technician in Administration | 2017 – 2018 (Completed)

Influx Business School

English A1 | 2017 (Completed)

Certifications and Courses

- **AWS Certified Solutions Architect – Associate** (2023)
- **AWS Certified Cloud Practitioner** (2022)
- **Alura:** JavaScript and Node.js Course (2023)
- **Trybe:** Introductory HTML5 and CSS Course (2022)

Relevant Projects

- **Backup Service - JC Santos** (Windows Server, SSH): Developed an efficient backup solution with SSH authentication for clients and firewall configuration for attack detection and prevention.
- **Backup Automation - JC Santos** (Java, PowerShell): Created automation to streamline the registration, configuration, and access for new clients to the backup system.
- **RESTful API - Personal Project** (Node.js, Prisma, PostgreSQL): Managed client data with JWT authentication and PostgreSQL persistence.
- **Monitoring - JC Santos** (Zabbix, Grafana, Linux, MySQL): Implemented a monitoring system for over 100 pieces of equipment, using Zabbix for data collection, MySQL for persistence, and Grafana for generating backup monitoring dashboards.