Abílio Sérgio Cardoso Fonseca

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Largo Diogo Gomes B24 E14 C22, Porto

ABOUT ME

Experienced Support Technician with 2.3 years in troubleshooting and resolving technical issues across diverse systems. With a strong track record of delivering prompt and effective solutions. Committed to providing exceptional customer service and ensuring seamless technology operations.

EDUCATION

Programming and management technician for information systems
Fontes Pereira de Melo School (QNQ level 4)
09/2014 - 07/2017

Technician specialist in management of networks and informatics systems
ATEC – Academia de Formação (QNQ level 5)
07/2020 – 03/2022

EXPERTISE

SQL
Jira
Control-M
HTML, CSS, JAVASCRIPT
Log reading
Programming concepts

FAMILIAR

Linux \ Windows Server
Configuration of routers and switches
Networking protocols
C#, PHP, Python, Nodejs

LANGUAGE

Portuguese (Native)
English

WORK EXPERIENCE

12/2022 –06/2024
Natixis

Applicational Support Specialist

- Resolution and management of tickets via Jira platform
- Investigate issues within the application
- Query Database's in order to check issues with the data
- Log reading in order to fix server jobs using CTM
- Queries development to meet user needs
- Keep communication flowing in crisis situations

03/2022 – 12/2022
Sofyne Active Technology

Applicational Support Specialist

- Resolution and management of tickets via Jira platform
- Debug application and do fixes on faulty code
- Debug of SQL Queries
- Log reading in order to find issues
- General Windows troubleshoot
- Provide support to the Apriso software users

04/2019 – 06/2020
LÍDER - SERVIÇOS GERAIS DE VIGILÂNCIA, LDA

Security Guard

- Provided assistance and information to staff, visitors, and clients, ensuring a safe and welcoming environment while addressing any concerns or inquiries.
- Managed entry and exit points, verified identification, and controlled access to restricted areas to prevent unauthorized entry.