

Results-driven Systems Analyst with years of experience in IT support and executive assistance. Proven expertise in interfacing with internal teams and vendors, implementing security policies, and delivering high-quality technical assistance. Skilled in providing VIP support, utilizing English as the primary language. Proficient in network management and experienced in global ticket management. Adept in JavaScript, React, and Node JS, with a strong foundation in cybersecurity and IT infrastructure. Complemented by a degree in Analysis and Systems Development, and technical certifications. My background aligns with the Systems Analyst role, where I can leverage my technical acumen to drive efficiency and innovation.

## Technical Proficiencies

JavaScript	- Experienced (Development of interactive web applications);
React	- Intermediate (Implementation of dynamic user interfaces);
HTML & CSS	- Experienced (Creating responsive and accessible layouts);
ITIL	- Intermediate (Focus on flexibility, customer value and digital transformation);
SQL	- Intermediate (Query optimization and database design);
Node JS	- Basic (Development of RESTful APIs).

## Career Experience

Algar Tech MSP

• IT Support Analyst - Bilingual Executive

August 2023 – Present

I currently work as an IT Support Analyst - Bilingual Executive at Prudential, a company where I work as an subcontractor. My main responsibilities include:

- Interface with internal teams and suppliers to resolve complex issues and implement continuous improvements;
- Implementation of security policies and carrying out regular backups to protect sensitive data;
- Provision of high-quality technical assistance, ensuring a positive and effective experience;
- Acting as the main point of contact to resolve issues related to products, services or technical problems using English as the main language;
- Assistance to Executives (VIP) with experience;
- Knowledge in Networks.

My work at Prudential allows me to deeply understand the specific needs of executives, providing agile and effective support that directly contributes to the company's success.

- Was responsible for resolving calls and demands;
- Opening global tickets with support in English and Spanish;
- Preparation of management environments using Azure DevOps;
- Extraction of reports;
- Participation in systems development and integration projects and customer service.

## Education

### Systems Analysis and Developments

- FATEC Ipiranga - Pastor Enéas Tognini, São Paulo, January 2020 — June 2023

### Cybersecurity

- Cisco Academy, São Paulo, January 2020 — October 2020

### IT Technician

- ETEC de Sapopemba, São Paulo, January 2018 — June 2019

## Languages

### Inglês (C2)

- Fluent (English Course - Skill.Ed);

### Espanhol (B1)

- Intermediary (Curso de Espanhol - Skill.Ed);

### Francês (A1)

- Basic.

## Projects

- Get MagicCode

January 2022 — June 2023

Course Completion Project - Educational application created in React and Nodejs with the aim of teaching anyone to program in a practical and intuitive way;

- Digital Signature - SGS

December 2022 — July 2023

Internal project carried out at SGS, created in Angular.js, whose main objective is to register employee data to later generate a qr code that is used in the email signature.

