

# Gabriel H. Sales

**Fullstack Developer |  
IT Support &  
Helpdesk** 🙌

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**Gabriel Henriques Sales**

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21 Years Old\* Italian-Brazilian



[Portifólio](#) | [Github](#) | [Linkedin](#)

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## Competencies

FullStack Development | Programming Languages and Databases | IT Support and Networks | Data Analysis | Languages | Languages | UX/UI.

+2 years of experience as a Front-end Developer (React.JS, Angular, JavaScript, Typescript, StyledComponents and TailwindCSS).

+2 years of experience as a Back-end Developer (Java | JavaScript | TypeScript | PL/SQL | PostgreSQL | MongoDB | REST APIs | Data Analysis and Manipulation)

+4 years of experience working as IT Support (Incident management and infrastructure maintenance (PCs, networks and systems) with remote/in-person support, ticket handling via Zendesk.)

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## Experience

**SE7E SISTEMAS Unipessoal LTDA /**  
**TECHNICAL SUPPORT ANALYST N3 TRAINEE**  
10/09/2025 - - Goiânia, Brasil

### Key Responsibilities:

Responding to technical requests related to the Data7 system, identifying, analyzing, and resolving incidents reported by users.

Correcting database errors (PostgreSQL, Sybase, and Microsoft SQL Server) to ensure application stability, integrity, and performance.

Implementing system updates and improvements, ensuring operational continuity and the efficiency of internal processes.

Preventive and corrective maintenance of equipment (computers, laptops, printers, and peripherals), ensuring the smooth operation of the technology park.

Managing relationships with suppliers, monitoring budgets, purchases, and

delivery times for equipment and services.

Executing post-implementation tests and validations, ensuring that new features are integrated securely and without impacting operations.

Collaborating with the internal knowledge base, documenting procedures and solutions to optimize productivity and support quality.

Remote user support, software configuration, and diagnostics.

Installation and configuration of Windows and Android operating systems.

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**OMNICHANNEL - TI SOLUTIONS TECH INNOVATIONS LTDA /  
TECHNICAL SUPPORT ANALYST N3**

14/08/2025 -- Curitiba, Brasil - Remote

**Key Responsibilities:**

Providing specialized technical support for the omnichannel system, ensuring continuous operation and customer satisfaction for corporate clients;

Providing direct support to clients and partners, resolving technical issues related to platform integration and configuration;

Working with the Agents AI module, conducting customized training for customer service teams and resellers, focusing on integration between chatbots and ChatGPT;

Implementing and maintaining test and production environments, ensuring data security and integrity in accordance with the LGPD (Law No. 13,709/2018);

Participating in continuous improvement projects, including automating customer service workflows and standardizing internal processes for the technical team.

Collaborating with the product team to develop scalable solutions based on technical feedback and incident analysis.

Cataloging and daily analyzing chatbot issues, reporting to the development team and providing support for corrective action.

Responsible for training agents and users in the adoption of new features, optimizing platform usage and promoting operational efficiency.

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**CIEE - CENTRO DE INTEGRAÇÃO EMPRESA ESCOLA /**

**IT Support**

Sept 17, 2023 – Sept 13, 2025 • Goiânia, Brazil (Hybrid)

## **PRINCIPAIS RESPONSABILIDADES**

### **Key Responsibilities:**

Fluent in Portuguese;

working proficiency in English;

Expertise in computer networking, Android OS;

Provide on-site and remote technical support, and produce support reports;

Input assets into inventory using Lansweeper;

Diagnose and resolve hardware and software issues on PCs, notebooks, printers, and mobile devices (Windows, Android);

Configure networks and firewalls (SonicWall, LAN/WAN, VPN, VLAN);

Analyze and escalate support requests to internal and external teams when required;

Ensure maintenance of existing hardware and software across the organization;

Install software and configure devices (Windows, printers, mobile devices, etc.);

Knowledge of Microsoft technologies: Windows 11, Windows Server, Active Directory, SQL Server, Microsoft Intune, and Microsoft Office Suite;

Tools used: TeamViewer, AnyDesk, Zendesk, Jira, FLUIG, GlobalVPN, LibreOffice, Microsoft Office, Lansweeper;

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## **LOJAS NOVO MUNDO / Software Developer**

June 20, 2022 – June 30, 2023 • Goiânia, Brazil

Developed and maintained software interfaces;

Used web frameworks to design and support applications;

Worked with Oracle databases for data analysis and manipulation;

Managed technical requests and supported internal/external end users;

Implemented improvements and maintained existing solutions;

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## Education

**Colégio da Polícia Militar de Goiás Hugo de Carvalho Ramos /**

**High School Diploma**

Jan 2019 – Dec 2021, Goiânia, Brazil

**Faculdade de Tecnologia SENAI de Desenvolvimento Gerencial /**

**Bachelor in Software Engineering**

Jan 2022 – Dec 2025 (expected), Goiânia, Brazil

**Faculdade de Sensu/**

**Bachelor in Public Safety**

June 2024 – June 2025, Goiânia, Brazil

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## Language Skills

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- **Portuguese:** Native
- **English:** Advanced (C1 listening & reading; B2 speaking, interaction & writing)
- **Japanese:** Beginner (A1)
- **Italian:** Beginner (A1)

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## Driver's License

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**Driver's License: B**

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## Certifications



Java SE 7 Programmer I Certification → Types, Operators, Arrays, Loops, Methods, Classes, Exceptions

Java SE 8 Programmer I Certification → Beyond the Exam Content

Object-Oriented Programming (OOP)

Inheritance & Interfaces

Exception Handling

Classes: Object, String, Collections, Lambda

Java IO & Collections

JUnit Testing

What's New in Java 8

 JavaScript (Back-end & Front-end)

Types, variables & functions

Sorting & searching algorithms

Object-Oriented Programming

Array methods, LocalStorage & ES6+

DOM manipulation

CRUD with HTTP requests

Node.js

 Tracks:

JavaScript for Back-end Development

JavaScript: Object-Oriented Programming

 HTML & CSS

File structure & tags

Flexbox & Grid

Forms, tables, positioning & responsiveness

Mobile-first approach

Practical HTML/CSS projects

 React

Components, Props & State

Context API & Hooks

Styled Components & React Router

Migration to TypeScript

React + JS Projects

 Web Accessibility

Inclusive Design

Accessible Components (JavaScript)

Semantic HTML + Generative AI

Accessibility Training Track

 Graphic Design & UI/UX

UX Design: personas, research, strategy, portfolio

Figma → mobile, components, UI Patterns

Photoshop & Illustrator

Typography, Gestalt, infographics

Visual Presentations → OBS Studio, Canva

UX Writing

 Development Tools

Git & GitHub

VSCode

HTTP, Node.js & Terminal

## Requirements Engineering

### Computer Networks

Intranet, VLANs, access policies

DNS, routing, IPv6

Wi-Fi & network security

### Databases & SQL

MySQL: SQL, queries & modeling

Oracle: Procedures, Functions & SQL Modeling

### Innovation & Management

Networking & personal branding

Company page & digital presence

Assertive communication