Technical Support Representative (Bilingual Technical Support Representative (Bilingual Livonia, MI

Systems Analyst and Developer with an extreme passion for data analysis seeking an opportunity to work for a company in this field, which will best utilize my education and professional experience.

Work Experience Technical Support Representative (Bilingual December 2018 to Present English/Portuguese) Job description: Troubleshooting and support of internal and hosted clients' Citrix Server Environment   Evaluation of issues and escalation of incidents, if needed, to higher levels of client support   Basic Troubleshooting of LAN/WAN network connectivity issues and VPN Support   Provision of user support for network-attached and wireless devices by installing, configuring, and troubleshooting PCs, laptops, printers, and other related peripheral devices   Basic VOIP phone troubleshooting and setup   Maintenance and administration of Microsoft server operating systems and backend server components,   including Active Directory and Exchange environment   Provision of all levels of end-user support via chat, telephone, and email, with the use, if necessary, of remote control tools   Creation and maintenance of help-desk tickets to track issue resolution and help identify support trends Business Intelligence Analyst and Developer September 2016 to December 2017 Job description: Responsible for working directly with customers to gather requirements   Provide support to customers   Install Qlikview to customer's server   Translate business requirements into technical development   Maintain multiples projects simultaneously   Work with several databases: Firebird, SQL Server, MySQL, Oracle, PL/SQL, PostgreSQL   Extraction, transformation, and data loading (ETL) according to the customer's business rules   Identify the necessary KPI for the project   Development of dashboards for financial, sales, human resources, and inventory data analysis   Attend closing and product delivery meetings   Lead application training for customers   Data validation using Excel   Document project progress   - Rais Sa de Front- End Developer Intern April 2016 to September 2016 Job description:

  Development of front- end web applications and mobile (using Photoshop, CSS Materialize, Ionic, Cordova, HTML5, CSS3, JavaScript, SASS, SCSS, PHP, and AngularJS *) focusing on the abstraction of business rules for layouts, interfaces and users experiences (UI / UX).   Work with version controllers and Scrum framework in the development of applications. Web Developer intern

St. Clair College May 2015 to August 2015 Job description: Software testing Software development in Python + Django Framework Database development and maintenance Gathering of software requirements Research Assistant June 2013 to October 2013 Job description: Assistant researcher to improve the "Qualiex" project, which at the time was the company's main product Development in C# and ASP.net Black box testing Project documentation Support and database maintenance Education Technology in System Analysis and Development Universidade Tecnol gica Federal do Paran December 2016 Computer System Technology St. Clair College August 2014 to April 2015 Links https://www.linkedin.com/in/heydi-sova-67706aaa

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