

VICTOR DE SOUZA SANTOS

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Student in Systems Analysis and Development (2nd semester), fluent in English, with experience as a young apprentice in a textile company. Over 2 years, I developed organizational skills and discovered a passion for technology, now aiming to enter the IT sector. I have strong problem-solving skills, a good understanding of programming logic, and foundational knowledge of development languages. I am seeking opportunities to apply my skills and grow professionally in the field.

Professional Experience

General Maintenance Assistant

Accoutre - São Paulo, SP | January 2022 to July 2024

User Support:

Provided technical support directly to clients and company employees, both on-site and remotely, as needed.

Listened to and identified issues faced by users, providing suitable solutions.

Hardware Maintenance:

Diagnosed and repaired issues with computers, printers, scanners, and other hardware devices.

Installed, configured, and replaced components such as network cards, memory, hard drives, etc.

Software Installation and Configuration:

Installed and configured operating systems (Windows, Linux, etc.) and software required for the proper operation of devices.

Performed regular software updates and maintenance.

Network Configuration:

Assisted with the installation and configuration of local networks (LAN), routers, and other network equipment.

Provided support in troubleshooting connectivity issues, such as internet outages, slow connections, or communication failures between devices.

Data Backup and Recovery:

Realizar backups regulares dos dados dos usuários e, se necessário, auxiliar na recuperação de informações perdidas.

Documentation and Reporting:

Logged service calls and documented recurring issues, suggesting improvements to prevent future failures.

Created activity and maintenance reports to help the IT team maintain control.

Training and Guidance:

Provided users with guidance on the proper use of equipment and software.

Assisted with the implementation of new systems, ensuring users understood how to use them correctly.

Education

Bachelor's Degree - Information Technology

FIAP (Faculdade de Informação e Administração Paulista) - São Paulo, SP |
February 2024 to Present

Acquiring knowledge in software development and systems analysis, focusing on programming technologies, databases, and networks. The curriculum includes practical experience with languages such as HTML, CSS, JavaScript, Java, Python, SQL, JSP, along with agile methodologies and best development practices.

Key Subjects:

- **Programming Logic:** Problem-solving and algorithm development.
- **Web Development:** Building websites and interfaces with HTML, CSS, and JavaScript.
- **Databases:** Modeling and querying using SQL.
- **Object-Oriented Programming:** Developing modular, organized software.
- **Software Engineering:** Code versioning and applying agile methodologies (Scrum).
- **Computer Networks:** Basic knowledge of networks and information security.

Skills and Competencies

- | | |
|--------------------------|---------------------------------|
| • Maintenance Management | • MySQL |
| • Full Stack Development | • Competitive Intelligence |
| • Organizational Skills | • Artificial Intelligence |
| • Problem Management | • English Conversational Skills |
| • HTML | • Bootstrap |
| • CSS | • GitHub |
| • JavaScript | • Git |
| • Java | • Software Development |
| • Python | • Front-end Development |
| • Oracle | • Back-end Development |
| • SQL | |

Certifications and Licenses

HTML e CSS para projetos web - Alura

JavaScript para Web: Crie páginas dinâmicas - Alura

Achievements

[NEXT - FIAP | Financial BackOffice | iFood Challenge:](#)

Bronze medal in 2024.

Brazilian Astronomy and Astronautics Olympiad (OBA):

Gold Medal in 2023;

Honorable Mention in 2022.

Canguru (Logic and Mathematics Olympiad):

Honorable Mention in 2019;

Silver Medal in 2022;

Bronze Medal in 2023.

Brazilian Rocket Exhibition (MOBFOG):

Honorable Mention in 2022.

Mathematics Without Borders:

Bronze Medal in 2022.