FREDERICO **ALMEIDA**

Italian-Brazilian Web Developer
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EXPERIENCE

MARCH 2021 – OCTOBER 2022
APP TECHNICAL SUPPORT ASSOCIATE, ACCENTURE BRASIL LTDA.

BSS Service Desk – L1 Support (October 2021 – October 2022)
- ITSM professional responsible for servers, network and systems monitoring for clients.
- Responsible for crisis management and mobilizing L2 and L3 teams for immediate support.
- Experience with a multitude of ITSM and Service Desk services, such as JIRA, Datadog, AppDynamics, BigPanda and AWS cloud platforms.
- Responsible for catalog curation for streaming and OTT services.
- Agile communication between client and internal support and development teams for fast and effective solution to issues.

Network Operations Center BH – L1 Support (March 2021 – September 2021)
- ITSM professional responsible for servers, network and systems monitoring for multiple clients.
- Responsible for creating and filtering support tickets and assigning responsible teams and squads for analysis.
- Responsible for database monitoring using Google Cloud Services platform and directly monitoring health and stability of GNU/Linux servers.
- Experience in a multitude of ITSM platforms and services, such as Nagios, JIRA, Zabbix, ServiceNow, Splunk, Centreon, XTTs, Grafana, Netcool, GCS.
- Experience with GNU/Linux server management and maintenance.

NOVEMBER 2019 – NOVEMBER 2020
FULL STACK DEVELOPMENT INTERN, DSUITE SERVIÇOS EM TECNOLOGIA LTDA.
- Internship focused on learning software development using Python, Django, HTML, CSS and JavaScript.
- Responsible for UI and UX development.
- Responsible for documenting and creating tutorial videos for the usage of the software.
- Experience in creating, managing and maintaining a logistics software aimed at industries and commerce, with point-of-sale features, batch tracking of products, quality control certified by blockchain methods and client-facing history of the product's manufacturing.
- Experience in blockchain solutions for validation of manufacturing batches and product history.

FEBRUARY 2018 – NOVEMBER 2018

VIDEO PRODUCTION STUDIO INTERN, LABORATÓRIO DE AUDIOVISUAL PUC MINAS

- Internship focused on learning the workings of a video production studio, filming techniques, video camera operation and newscasting.
- Responsible for helping students in video projects with recording, camera and sound equipment operation and post-production of recorded video projects.
- Responsible for scanning VHS tapes from the University's video archive.
- Responsible for tricaster table operation for live screening of Journalism student's projects.
- Experience with professional grade and DSLR video recording equipment, sound recording equipment and techniques, artificial and natural light techniques, video editing using Adobe Premiere, After Effects and Blackmagic DaVinci Resolve Studio softwares, tricaster table operation and VHS scanning processes and techniques.

EDUCATION

AUGUST 2022 – AUGUST 2023

WEB DEVELOPMENT, TRYBE

Web Development student at Trybe (https://betrybe.com), developing skills such as JavaScript, HTML, CSS, React, Express.js, Python, ORM, SQL, Git, NoSQL, Typescript, Docker, OOP, SOLID, VPS and more.

2022

BACHELOR IN CINEMA AND AUDIOVISUAL, PONTIFÍCIA UNIVERSIDADE CATÓLICA DE MINAS GERAIS, BRAZIL

Bachelor graduate in Cinema and Audiovisual studies at Pontifícia Universidade Católica de Minas Gerais.

SKILLS

- L1 and L2 IT support
- Native Portuguese and C2 level English
- Basic to intermediary Microsoft Office package (Word, Excel, PowerPoint, SharePoint)
- Basic to intermediary Adobe package (Photoshop, Premiere, Illustrator, XD)
- Agile problem solving with extensive research for the most effective solution to problems
- Experience in stock and cryptoactive market

- JavaScript, HTML, CSS, React, SQL, Git, Python, Django, Typescript, Docker knowledge
- ITSM and system monitoring platforms
- Git usage
- Windows, GNU/Linux, MacOS Android and iOS devices maintenance and support
- Basic to intermediary knowledge in GNU/Linux systems (terminal, SSH, bash, zsh, general usage and problem solving)
- Video and sound capture and post-production

PROJECTS AND ACTIVITIES

NOVEMBER 2018

CAMERA ASSISTANT - "ACEITAÇÃO, ALEGRIA E RESISTÊNCIA | COM KAYETE", FOCA PRODUÇÕES; BH NEWS TV

- Video production for national actress Mariana Xavier's YouTube channel *Mundo Gordelícia*, featuring local celebrity Kayete from BH News Radio and TV.
- Responsible for professional grade video camera and shotgun microphone operation.
- Experience in video production, artificial lightning techniques, sound capture using shotgun and lapel microphones, video editing using Adobe Premiere.
- Video available at https://www.youtube.com/watch?v=8Fuo1l8wvas

CERTIFICATIONS

WEB DEVELOPMENT FUNDAMENTALS, TRYBE

Date of certification: 28 October 2022
Certification ID: f33a8f86-b95e-43c0-89b5-d40f7a809f53
https://www.credential.net/f33a8f86-b95e-43c0-89b5-d40f7a809f53

REMOTE WORK AND VIRTUAL COLLABORATION PROFESSIONAL CERTIFICATE, CERTIPROF

Date and Expiration of certification: 12 February 2021 – 12 February 2023
Certification ID: 57422865
https://www.credly.com/badges/b5afe707-0ffb-492a-b7a0-1cad4abe2d4c

EFSET ENGLISH CERTIFICATE C2 PROFICIENT (85/100), EF STANDARD ENGLISH TEST

Date of certification: 28 March 2021
Certification ID: 4uwB5a
https://www.efset.org/cert/4uwB5a

DATA PROTECTION & FILE MANAGEMENT, SKILLSOFT

Date of certification: 27 March 2021
Certification ID: 686151
https://skillsoft.digitalbadges.skillsoft.com/f639913c-6e1f-4787-a78c-5a1bb243e909