

# Andre Lorenzoni Pereira

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London-based Computer Science student, passionate about technology, web development, and digital innovation, eager to contribute and learn in a collaborative environment.

## EDUCATION

### BSc (Hons) Computer Science

City University London

Sep. 2023 - Current

London, UK

Year 1 Modules:

Overall Grade: 77.5

- Introduction to Algorithms
- Mathematics for Computing
- Systems Architecture
- Programming in Java
- Database
- Operating Systems
- Computer Science, Ethics & Society

## WORK EXPERIENCE

### Junior System Engineer

mmi Analytics

Mar. 2022 – Jul. 2023

London, UK

- Provided first-line IT helpdesk support in person and online to all employees.
- Conducted training sessions for new employees, familiarizing them with the company's technological tools and systems during their induction process and beyond.
- Administered Microsoft Exchange, SharePoint, OneDrive, and Teams, overseeing comprehensive management processes, from email accounts to SharePoint sites and Teams groups.
- Managed Jira, Confluence, and Trello as an Administrator, providing improvements and maintenance within project and the ecosystem configuration.
- Served as HubSpot Administrator, optimizing ticketing pipelines.
- Executed basic SQL database queries and Bash scripting.

## CERTIFICATIONS, SKILLS & INTERESTS

### ▪ Certifications:

- Assembly and Maintenance of Computers | at Senac - Brazil
  - I gained hands-on experience in configuring computer components, assembling/disassembling computers, and installing operating systems. Additionally, I learned about computer architecture, hardware components, and maintenance of computers.
- Network Installation and Maintenance | at Senac - Brazil
  - It provided me with the necessary basic skills to implement and maintain network infrastructure, ensuring security and adherence to technical standards.
- Web Developer (JavaScript) | at Trybe - Brazil
  - Obtained knowledge on JavaScript fundamentals for dynamic web applications.

### ▪ Skills:

- Technical documentation (Confluence app).
- IT helpdesk support.
- Staff education and training.
- Microsoft 365 Administrator (Exchange, SharePoint, OneDrive)
- JavaScript Programming (Junior level).
- Java Programming (Junior level).
- Jira Administrator (Projects and Boards).
- HubSpot Administrator (Ticketing system).

- **Interests:** Movies; games; travel; after-work socials.

## REFERENCES

- **Available upon request**

## LANGUAGES

- Portuguese – Native
- English – Fluent
- Spanish – Elementary