

Daniel Oliveira

+351 929 135 747 | danieloliveiradev1@gmail.com | [linkedin.com/in/danieloliveiradev1](https://www.linkedin.com/in/danieloliveiradev1) | github.com/apenasDaniel

PROFESSIONAL EXPERIENCE

Cloud Support

July 2023 – Present

OVH CLOUD

Lisbon, Portugal

- **Dedicated Server and VPS Support:** Diagnosed and resolved technical issues related to Dedicated Servers and Virtual Private Servers (VPS), ensuring minimal downtime for European customers by addressing hardware, software, and network-related concerns;
- **Domain and Hosting Support:** Assisted customers with domain management, DNS configuration, and web hosting issues, including troubleshooting SSL, website performance, and email-related problems;
- **Incident Management:** Efficiently classified and escalated incidents using ServiceNow, JIRA, and Confluence, collaborating with specialized teams to ensure prompt and effective problem resolution;
- **Timezone Collaboration:** Collaborated with teams across various timezones, including Canada, France, and Poland, to ensure seamless handover of tickets and continuous resolution of urgent issues. This approach minimized delays and ensured that critical tickets were addressed promptly, regardless of regional working hours;
- **Customer Communication:** Provided timely updates to customers on the status and resolution of their issues, enhancing customer satisfaction and trust;
- **Multilingual and International Support:** Provided customer support in English, Spanish, and Portuguese, effectively communicating with a diverse client base across Europe, Canada, and Latin America.

Junior Software Engineer

September 2022 – February 2023

SOUTH SYSTEM

Porto Alegre, Brazil

- Developed and maintained a RESTful API for managing voting sessions in a cooperative system, allowing functionalities like agenda creation, session management, vote collection, and result tallying, using Java, Spring Boot, and PostgreSQL;
- Implemented security layers with Spring Security to handle user authentication and authorization for voting sessions, ensuring secure access control across the platform;
- Utilized Docker to containerize the application, streamlining deployment and ensuring consistent performance in a cloud environment;
- Worked in an Agile environment, participating in two-week sprints and using Scrum methodologies and JIRA for task management and sprint planning;
- Collaborated closely with Frontend and QA teams through Slack, ensuring seamless integration of backend services with user interfaces and quality assurance processes;

Real Time Analyst

October 2020 – March 2022

Antônio Braz e Vanya Maia Law Office

Recife, Brazil

- Provided real-time analysis and support for major Brazilian banks including Itaú, Santander, Bradesco, and Safra;
- **Real-Time Monitoring:** Utilized Excel for real-time monitoring and analysis of staffing levels, ensuring optimal coverage to meet call volumes effectively;
- **Exception Handling and Scheduling:** Managed daily exception requests and scheduling updates using Excel and MariaDB/HeidiSQL, ensuring accurate and timely updates that reduced scheduling errors;
- **Productivity Improvement Recommendations:** Conducted data analysis using SQL in MariaDB and HeidiSQL to identify trends and patterns. Developed comprehensive reports and dashboards in Excel, providing strategic recommendations that increased productivity.

EDUCATION

Wyden, UNIFBV

Bachelor of Software Engineer

Nov. 2022 – Dec. 2026

Laureate Education, UNIFG

Bachelor of Business Administration

Jan. 2018 – Dec. 2022

SKILLS

Languages: English (Fluent), Spanish (Fluent), Portuguese (Native)

Software Development: Java, Spring, Spring Boot, MySQL, PostgreSQL, RESTful APIs, OOP

Developer Tools: Docker, Git, Bitbucket, Gitflow, Postman, IntelliJ