Daniel Oliveira

+351 929 135 747 | danieloliveiradev1@gmail.com | linkedin.com/in/danieloliveiradev1 | github.com/apenasDaniel

PROFESSIONAL EXPERIENCE

Cloud Customer Support
OVHCLOUD
July 2023 – Present
Lisbon, Portugal

- Issue Diagnosis and Resolution: Diagnosed and resolved technical issues in Cloud and Web services (Dedicated Servers, Virtual Private Servers, Hosting, and Domain names) for European customers, ensuring minimal downtime;
- Incident Management: Efficiently classified and escalated incidents using ServiceNow, JIRA, and Confluence, collaborating with specialized teams to ensure prompt and effective problem resolution;
- File Management and Automation: Managed, processed, and imported files via FTP. Developed and executed shell scripts (Bash/PowerShell) to automate routine tasks, enhancing operational efficiency;
- Customer Communication: Provided timely updates to customers on the status and resolution of their issues, enhancing customer satisfaction and trust;
- Continuous Learning: Engaged in regular training to stay updated with the latest cloud computing technologies and processes, maintaining a high level of product and service expertise;
- 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
SOUTH SYSTEM
September 2022 – February 2023
Porto Alegre, Brazil

- Developed and maintained RESTful APIs following the Richardson Maturity Model, utilizing PostgreSQL for database operations and Flyway for version control;
- Leveraged the Spring Framework to build scalable backend applications, implementing dependency injection and using Spring Boot for rapid development;
- Agile Squad Integration: Actively contributed to Agile Squads, participating in sprint planning, daily stand-ups, and retrospectives to ensure alignment with project goals;
- Shell Scripting and Automation: Developed and implemented automation scripts using Bash/PowerShell, optimizing deployment processes and reducing manual intervention;
- Conducted thorough unit testing with JUnit, writing comprehensive test cases to cover various scenarios, which helped in early bug detection and maintaining code quality;
- Managed project dependencies and automated builds using Maven, implemented efficient data persistence and ORM solutions with Hibernate, ensuring seamless interaction with relational databases and maintaining data integrity;

Real Time Analyst
Antônio Braz e Vanya Maia Law Office
October 2020 – March 2022
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 – Dez. 2022

SKILLS

Languages: English (Advanced, C1 EFSET), Spanish (Advanced), Portuguese (Native)
Software Development Languages: Java, Oracle SQL, MySQL, PostgreSQL
Developer Tools: Docker, Postman, Git, IntelliJ, BitBucket, Bootstrap