

# ARTUR KOPS

IT ANALYST



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Porto Alegre, Brazil

## ABOUT ME

I love technology and its ability to solve problems and help people. I'm good at learning new skills and working with those as a team. In the current year, I will be a formed System Analyst.

## PAST EXPERIENCES

### Nelogica 2022 - 2023

Incident Manager N2

- Log Analysis/Debugging
- ITSM: Jira(Atlassian)
- User Code Review

### Nelogica 2020 - 2021

Customer Support Analyst

- Helpdesk: chat, mail, phone, remote access
- CRM: Zendesk
- Article Writer/Workflow Creator

### Teletoner 2018 - 2020

Technical Support

- Computer/notebook Maintenance
- Network Installation and Configuration
- Server Management
- Automation with programming

## EDUCATION

### 2018 - Atual

Uniritter(College)

### System Analyst

Design, implement, test, and maintain information systems using computational tools.


### 2014-2016


Senac(Course)


### English


English speaking, writing and reading at a fluent level.

## LANGUAGES

Inglês 

Python 

Batch 

C 

- Fluent
- Automation
- Automation
- Algorithms