



Lucas de Souza Silva Lima

Date of birth: 22/12/1994 | **Nationality:** Brazilian | **Gender:** Male | **Phone number:**

(+55) 21969805616 (Mobile) | **Email address:** lucas.lima.rk@gmail.com |

Address: Av. do Forte, 942, B418, 91360001, Porto Alegre, Brazil (Home)

WORK EXPERIENCE

25/04/2016 – CURRENT Porto Alegre, Brazil

QUARTERMASTER SERGEANT BRAZILIAN ARMY

- I was pioneer in the implementation of the first AI system in the Brazilian Army, streamlining decision-making processes.
- I Created a new Joomla template for all barracks in Brazil to comply with Brazilian laws, recording videos that teach everything from installation to advanced concepts such as creating components.
- Designed and implemented the social media presence of [3º B Sup](#), creating a visual identity and standardizing posts.
- Planned and executed administrative processes for purchasing IT equipment, supporting 128 cities in the state of Rio Grande do Sul.
- I acted as an instructor twice for recruits (2018 and 2023), where I fulfilled my role as a leader to nearly 300 recruits each year.
- I coordinated, controlled, and managed logistical supplies for 128 cities in Rio Grande do Sul.
- Controlled and managed the active personnel in a company.
- Updated the new user interface of the Armys Zimbra platform, providing a more user-friendly visual experience.

Business or Sector Public administration and defence; compulsory social security | **Department** Technical Division |

Email comsoc@1cta.eb.mil.br | **Website** <http://1cta.eb.mil.br>

01/10/2022 – 23/01/2023 Viamão, Brazil

FURTHER EDUCATION TEACHER SERVIÇO NACIONAL DE APRENDIZAGEM COMERCIAL (SENAC)

- Shared fundamental concepts of programming and IT with practical and theoretical examples, using numerous analogies
- I taught how to create websites using HTML, CSS, and JavaScript.
- Brought examples through the gamification of Object-Oriented Programming concepts, making complex ideas more engaging and easier to understand.

Business or Sector Education | **Department** Classroom |

Website <https://senacrs.com.br/escola/DEDDF3A6-F564-43C5-8341-1FE4CA32D9F0>

03/03/2014 – 23/05/2015 Campo Grande, Brazil

IT ANALYST L2 UNISYS

- Collaborated with global teams to troubleshoot and resolve complex technical issues involving cloud infrastructure and enterprise software.
- Update knowledge base of procedures.
- Led and supervised the L1 team, ensuring optimal performance and adherence to standards.
- Escalated critical incidents to the Technical Field L3 team, ensuring swift resolution of high-priority tickets.
- Provided first-line support to General Electric workers for software and hardware issues.
- Administered accounts for General Electric softwares, supporting cross-departmental operations.
- Created and tracked tickets in ServiceNow.

Business or Sector Administrative and support service activities | **Department** General Electric Customer Support |

Website <https://www.unisys.com/>

● **EDUCATION AND TRAINING**

03/02/2019 – 24/12/2022 Porto Alegre, Brazil
BACHELOR IN COMPUTER SCIENCE Faculdade de Desenvolvimento do Rio Grande do Sul (FADERGS)

Address R. Mal. Floriano Peixoto, 185 - Centro Histórico, 90020-171, Porto Alegre, Brazil | **Website** <https://www.fadergs.edu.br/> |
Level in EQF EQF level 6

● **LANGUAGE SKILLS**

Mother tongue(s): **PORTUGUESE**
Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	B2	B2	B2	B2	B2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

● **DIGITAL SKILLS**

Adobe XD | Laravel | Google Script

Development Stack

HTML | PHP | Docker | MySQL | Git | Python | React | Illustrator | Tailwind | Linux | Microsoft Office | SQL | Joomla | JavaScript | CSS | Java

General Digital Skills

Social Media | JSON | Photoshop