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| Information  * bruno.abh@gmail.com * +55 12 98243 - 0213 * Caçapava city – Office * https://www.linkedin.com/in/bruno-it-73b8a833/  Skills  * Bilingual Support. * linux, windows. * front end. * back end. * Database. * Kanban (projects). * Troubleshootng * Cloud servers/Aws/azure  Languages  * English. * Advanced spanish | |  | | --- | | B r u n oM i r a n d a |  *Work Experience*BMSupport Analyst @ Compsis • Jun 2023 - OcT 2023  * Support for toll road system, devices. * Linux – Troubleshoting,scripts, monitoring, . * SQL - consultas e update no Banco de dados * AWS – servers, settings and linux and windows systems. * VPN access * Assist with the management and maintenance of our Office 365 environment, including Outlook, SharePoint, and OneDrive; * Troubleshoot and resolve hardware and software issues, including desktops, laptops, and mobile devices  support analyst@ Onset • Oct 2022 - May 2023  * Monitoring the ticket ́s system to check the issue reported by users, start the * troubleshooting and solve. Copy Write - Documentation * Projects Kanban * ERP – SAP support  support analyst @ Websia  Feb 2021 – Oct 2021  * Sistemas: intranet e help desk * Supporting ZOOM clients * acquire a sense of attention and got focused on the task I m * asked for. * Handle with SQL and progress language, responsible for It system support of all plants; * Responsible to keep the application check list updated. * users and other analysts to carry on the support. Knowledge about business environment * (automotive production)./ E-kanban system support. / Keep the ftp application running * updated. / Generate reports from the core ERP. / Php development for intranet php + sql. * Experience in providing support using Office 365 including Outlook, SharePoint, and OneDrive administration and support, * Familiarity with Azure AD and access control management, AWS too. * linux scripts, instalation, monitoring. * Windows , 7, 10,  trilingual support analyst@ HCL • Oct 2015 - JUN 2019  * Working Onsite at one of the huge internet engine offices providing technical * support to the largest publishers across the globe using different platforms. * Experience in client support on the digital ad traffic scenario, as well as checking for CSS and Java Script corrections. * Expertise in managing ad serving platforms such as DFP (DoubleClick for * Publishers and DoubleClick Ad exchange) involving the major Google products for serving digital ads like AdX and AdSense. * Creation of HTML, CSS, and Java Script test pages for troubleshooting and call-ups for bug fixes found on the platform. * Working Onsite at one of the huge internet engine offices providing technical support to the largest publishers across the globe using different platforms (LATAM) * Advanced Technical Troubleshooting * Code implementation * Discrepancy analysis * Understanding clients envoronment. * troubleshooting and development HTML , JS and CSS homepages * Supporting LATAM clients throughout a highly a customer satisfaction answers..  *Education* Taubaté universisty – UNITAU – Bachelor of computer´s Science |