

# CARLOS LOURENCO JR

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## PROFICIENT CODING LANGUAGES

JavaScript | CSS | HTML | SQL | JAVA | Python

## TECH SKILLS

Agile work development | Web Design | Azure networking services | Azure cloud based services | Amazon web services (AWS) | Software testing | Debugging code | Windows Server 2012, 2016, 2019 | Active Directory | DNS and DHCP | VMware 6-7.0 | PC and Server hardware | Patch Management and Updates | Documentation and Auditing Procedures | Scrum work development | Veeam Backup and Replication | Office 365 | DevOps | Microsoft Teams | Helpdesk Support | Windows 10, 11 | Ubiquiti Wireless Access Point setup/administration | Lan Sweeper | Google Analytics | Fluent in Portuguese

## SUMMARY

A highly motivated individual with a great work ethic and a strong willingness to learn and improve. Experienced in writing clean, testable organized, easy to read code. Experience in working in both a small and large IT environment to service and troubleshoot end user issues. Professional experience in both software development and hardware repair. Strengths in working with others while handling complex technical issues. Knowledge of both software and hardware.

## EXPERIENCE

### IT TECHNICIAN, AUTOMATED BUSINESS SOLUTIONS.

NOVEMBER 2023 - PRESENT

Performed as a member of a large IT team to help develop, implement, and maintain several networking projects across different companies and individual clients. Worked in an agile environment to ensure projects would be completed on time while working with several members of the team. Also, serviced helpdesk tickets and aided with both software and hardware issues.

### IT INTERN, PROVIDENCE MUTUAL FIRE INSURANCE CO.

SEPTEMBER 2021-NOVEMBER 2023

Performed standard IT duties such as deploying PCs, Patching servers, User support, data backups and restores, troubleshooting, and utilizing a ticketing system. Exposure to SQL development and maintaining SQL databases. Required to maintain industry standards and excellent customer support. Responsible for maintaining accurate documentation for auditing purposes.

## EDUCATION

### RHODE ISLAND COLLEGE, PROVIDENCE, RI

BACHELOR'S DEGREE: DECEMBER 2023

Graduated from Rhode Island College with a bachelor's degree in computer science. From it learned many useful skills such as developing in an agile environment with a group, data structures, artificial intelligence development, coding fundamentals, Acceptance test driven development, networking, web containers, Software Testing, and object-oriented programing.

## SOFTWARE PROJECTS

### CAPSTONE- BUDGETING WEBSITE

Developed a website as part of a small 4-man development team that focused on logging in and having a calendar that kept track of both your events and the money you would spend at the events. All pointing to a central budget that the user preset so they can go out and stay within their budget

### GAME STUDIO WEBSITE

Developed a functioning website for a fictional game development studio for a school assignment using JavaScript, CSS, and HTML to create a website showcasing current past and future projects, along with multiple pages and a search bar.

### PERSONAL AI CHATBOT

As a college project I created and maintained my own personal AI chatbot program utilizing Amazon Web Services. The chatbot could schedule different events for me and could answer simple questions.