

Elias Andrade - Support Analyst and Help Desk Specialist | Customer Service Expert

Personal Information

- **Nationality:** Brazilian
- **Age:** 34 years old
- **Profession:** Support Analyst and Help Desk Specialist | Customer Service Expert
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- **LinkedIn:** [LinkedIn Profile](#)

Introduction

I am a dedicated and experienced IT professional with a passion for providing exceptional technical support and customer service. With over 10 years of hands-on experience in the field, I have honed my skills in troubleshooting, problem-solving, and effectively addressing user needs. My commitment to excellence, proactive approach, and strong communication skills allow me to deliver high-quality support solutions in a timely and efficient manner. I am currently seeking new challenges where I can leverage my expertise to contribute to the success of an organization while continuing to grow professionally.

Professional Objective

Seeking a dynamic role as a **Support Analyst and Help Desk Specialist**, where I can utilize my extensive technical knowledge and customer service skills to deliver superior support to end-users. I am particularly interested in

opportunities that involve on-site support, hardware troubleshooting, asset management, and IT training, allowing me to utilize my diverse skill set to meet the needs of the organization.

Professional Experience

Farmácia de Manipulação (Feb 2019 - Oct 2023)

- **Technical Support Analyst | Remote Support Specialist**
 - Provided comprehensive technical support to a diverse client base, addressing issues related to Windows and Linux operating systems, office applications, email, and peripherals.
 - Managed and resolved support tickets with a focus on first-contact resolution, ensuring high levels of customer satisfaction and operational efficiency.
 - Developed and delivered customized training sessions for end-users, empowering them to effectively utilize software and systems, thus reducing downtime and enhancing productivity.
 - Coordinated with third-party vendors as necessary to maintain equipment and software in optimal working condition.

Coca-Cola FEMSA (Dec 2016 - Aug 2017)

- **Support Analyst and Field Services | On-site Support Specialist**
 - Provided on-site technical support to corporate employees, addressing hardware and software issues to minimize disruptions to operations.
 - Managed hardware deployment and maintenance activities, including asset tagging, inventory management, and PC configuration.
 - Collaborated with remote support teams to troubleshoot and resolve complex technical issues, ensuring seamless integration and functionality of IT systems.

Bom Samaritano Beneficent Association - Santa Rita Hospital (Nov 2011 - Aug 2012)

- **IT Assistant | Systems Support Specialist**

- Played a vital role in ensuring the availability and functionality of critical patient care systems through proactive maintenance and technical support.
- Implemented preventive maintenance procedures to optimize the performance and reliability of IT systems and equipment.

Education

- **Incomplete Higher Education:** IT Management (2018 - 2020)

Technical Skills

Systems:

- Windows (7/8/10/11)
- Linux (Ubuntu, CentOS)

Software/Applications:

- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Email clients (Microsoft Outlook, Thunderbird)
- Web browsers (Google Chrome, Mozilla Firefox, Microsoft Edge)
- Remote desktop applications (TeamViewer, AnyDesk)
- Ticketing systems (OTRS, osTicket, GLPI)

Networking:

- Basic networking concepts (TCP/IP, DNS, DHCP)
- Network troubleshooting tools (Ping, Traceroute)
- LAN/WAN configuration and troubleshooting

Hardware:

- Desktops/Laptops
- Printers (Inkjet, Laserjet)
- Projectors
- Basic server hardware (Rack servers, Tower servers)

Other:

- Video conferencing systems (Zoom, Microsoft Teams)
- Active Directory management
- Data backup and recovery
- PC asset management (Asset tagging, Inventory management)

Soft Skills

- Excellent written communication skills and basic verbal communication
- Strong problem-solving abilities
- Ability to work well under pressure
- Attention to detail and commitment to quality
- Effective teamwork and collaboration