# Elias Andrade - I.T Service Desk and Help Desk Specialist

## Personal Information

- **Nationality:** Brazilian

- **Age:** 34 years old

- **Profession:** Support Analyst and Help Desk Specialist | Customer Service Expert

- **Location:** Maringá, Paraná, Brazil

- **Phone:** +44 9916-6321 (WhatsApp)

- **Email:** oeliasandrade@gmail.com

- **LinkedIn:** LinkedIn Profile

## Introduction

I am a professional passionate about solving problems and providing exceptional technical support. With over 10 years of experience in IT, I have developed a solid understanding of customer needs and best support practices. My commitment to excellence and proactive approach ensure that users receive necessary assistance efficiently and friendly. I am seeking challenging opportunities where I can apply my experience to deliver world-class support and contribute to team and organizational success.

## Professional Objective

I am pursuing a dynamic position as a **Support Analyst and Help Desk**, where I can utilize my expertise in customer service and problem-solving to ensure user satisfaction. I am particularly interested in remote work opportunities, where I can provide high-quality support from my professional home infrastructure, ensuring availability and efficiency at any time.

## Professional Experience

### Compounding Pharmacy (Feb 2019 - Oct 2023)

- **Technical Support Analyst | Remote Support Specialist**
  - Provided remote and on-site technical support to a diverse customer base, efficiently resolving issues related to Windows and Linux operating systems, office applications, email, and peripherals.
  - Managed and resolved level 1 and 2 support tickets with a high first-contact resolution rate, ensuring customer satisfaction and operational efficiency.
  - Developed and delivered personalized training for end-users, empowering them to effectively use systems and applications, reducing downtime and increasing productivity.

## Coca-Cola FEMSA (Dec 2016 - Aug 2017)

- **Support Analyst and Field Services | On-site Support Specialist**
  - Offered on-site technical support to a team of corporate employees, ensuring continuity of operations and minimizing interruptions.
  - Conducted installation, configuration, and maintenance of hardware and software, ensuring proper functionality of systems and devices.
  - Collaborated with remote support teams to resolve complex issues, ensuring an integrated and efficient approach to technical support.

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

- **IT Assistant | Systems Support Specialist**
  - Provided vital technical support to ensure availability and functionality of essential patient care systems.
  - Implemented preventive maintenance procedures to ensure optimized performance of IT systems and equipment.

# Education

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

# Soft Skills

- Excellent verbal and written communication skills, essential for effectively interacting with users of varying technical abilities.

- Proven ability to work under pressure and solve problems quickly and effectively, maintaining calmness and professionalism in all situations.

- Strong work ethic and commitment to excellence, demonstrated through a consistent track record of delivering exceptional technical support.

- Solid interpersonal skills, including empathy, patience, and active listening ability, essential for understanding customer needs and offering personalized solutions.

- Ability to work independently and in a team, collaborating effectively with colleagues to achieve common goals.

## Technical Skills

- Specialized technical support in Windows and Linux systems, including configuration, troubleshooting, and performance optimization.

- Comprehensive experience in configuring and supporting office applications, such as Microsoft Office (Word, Excel, Outlook), ensuring functionality and end-user productivity.

- Advanced knowledge of networks and peripherals, including configuration and troubleshooting of connectivity issues and device integration.

- Experience in remote access and administration of domain environments, ensuring security and integrity of corporate systems.

- Familiarity with ticketing systems like OTRS, osTicket, and GLPI to efficiently manage support requests and ensure timely response to users.