

# ERICK KUNHAVALIK

## SUPPORT ANALYST / DEVELOPER WEB

### CONTACT

Cellphone: +55(41)99695-3826  
erick.kunhavalik@gmail.com  
<https://www.linkedin.com/in/erick-kunhavalik3027/>  
Nationality: Brazil

### SKILLS AND COMPETENCES

- Experience in customer service;
- Experiência with Office 365 PRO;
- Windows experience 7, 10 e 11;
- Engeneering software experience;
- SCCM experience;
- Experience in JIRA system;
- Creation of accounrs in Active Directory;
- Vlan configuration on switch.

### OTHER COMPETENCES

- Programming language: HTML, CSS, JAVA SCRIPT, bootstrap, mysql e sql.
- Github: <https://github.com/ciker3027>

### LANGUAGES

- Spanish: basic
- English: basic

### PROFESSIONAL HISTORIC

#### Support Analyst

Premier IT - Project: Andritz Pulp & Paper Brasil LTDA - of 2013 until the moment.

- Assitence to employees in South America by ticket;
- Knowledge of hardware and software;
- Control of software licenses;
- IP telephony setup;
- Restore deleted files from server;
- Configuring IP printers;
- Sharepoint creation;
- Open of ticket for technical assistance to equipment;
- Release of access to folders and groups in active directory;
- Distribution of ticket to the IT team and correct classification;
- VDI access control and citrix remote release.

### COURSES OF CERTIFICATION

- AZ-900 Microsoft Azure Fundamentals;
- Business Development, Leadership and Networking;
- Hacking Pentest Invasion Techniques;
- Information security;
- Course of oratory;
- UX design course;
- NLP Super Class;
- Career Accelerator with Power BI;
- Introduction to criminal expertise;
- Digital Forensics;
- Certification HTML Web Developer;
- Certification TQI FullStack Developer.

### ACADEMIC PROFILE

#### Universidade Positivo - Course

Bachelor of Information Systems