

# Maycon Jose Rodrigues dos Santos

## Education

Universidade Estadual do Parana - UNESPAR 2015 - 2021  
Graduation in English  
Estácio 2020 - 2024  
Technologist in Software Development and Analysis

## Professional Experience

Mundial Informatica August 2012 - April 2020

### IT Teacher

Responsible for teaching the following applications:

Microsoft Windows  
Word, Excel, PowerPoint, Access  
Corel Draw and Photoshop  
AutoCAD

Responsible for teaching the following business topics:

Administration  
Human Resources  
Accounting

Yázigi February 2020 - October 2022

### English Teacher

Responsible for teaching English as a Foreign Language for various levels and ages;

Colegio Cobra July 2021 - August 2022

### English Teacher

Responsible for teaching English from Junior High School to High School;

Colegio Chamberlain August 2021 - Present

### English Teacher

Responsible for teaching English from Kindergarten to High School;

Tata Consultancy Services October 2022 - Present

### Junior Support Analyst

Responsible for:

Handling customer service via chat or call;  
Troubleshooting;  
Connecting problems with the correct IT team;  
Direct contact with the customer solving issues;  
Managements of incidents regarding the customer;  
Monitoring Intra-Day and Night-Chain events;

Main tools used:

ServiceNow;  
Teams;  
Automic UC4;  
Solarwinds;

## Address

181 Jaime Pedroso Street  
Araucaria - 86.806-648  
Apucarana/PR - Brazil

## Contact Information

+55 43 9 9130 9043  
maycon3258@icloud.com

## Useful Links

[linkedin.com/in/dotmayk/](https://www.linkedin.com/in/dotmayk/)  
<https://github.com/dotMayk/>

## Skills

ITIL [Beginner]  
Agile [Beginner]  
Scrum [Beginner]  
Lean Six Sigma [Beginner]  
Python [Beginner]  
Bash Commands [Beginner]  
Artificial Intelligence [Beginner]  
Apple Pages [Intermediate]  
Apple Numbers [Intermediate]  
Apple Keynote [Intermediate]  
Apple iCloud [Intermediate]  
Microsoft Office365 [Beginner]  
ServiceNow [Intermediate]  
Customer Service [Intermediate]  
Communication [Advanced]  
Leadership [Beginner]  
Management [Beginner]  
Problem Management [Beginner]  
Incident Manager [Beginner]  
Team Management [Beginner]  
Security [Beginner]  
Spanish [Beginner]  
English [Fluent]  
Portuguese [Native]

*Certifications available at the GitHub profile  
(repository curriculum\_vitae, tree certifications)  
and LinkedIn profile.*