

Douglas Neres Cavalcanti

20 anos | (84) 99940-5207 |

Natal, Rio Grande do Norte, Brazil |

douglas.cavalcanti.708@ufrn.edu.br |

<http://lattes.cnpq.br/4015643976434297>

Education

Universidade Federal do Rio Grande do Norte

Graduate in science and technology
Studying

Instituto Metr pole Digital | UFRN

Computer Network Technician
Concluded (certificate waiting)

Escola Estadual Berilo Wanderley

Computer Technician
Concluded

English course | Influx

Studying | Level A2

Experience

CNPQ Scholarship | Gamedu Challenge

| IMD - UFRN

April 2019 - September 2021

- Game designer of the game Lucy (2019);
- Manager of the teaching platform, where the challenge was mediated (2020);

Languages used:

- JavaScript;

Technologies used

- Unity (development environment);
- Trello;
- Slack;
- Discord;
- G Suite package (Gmail, docs, drive, spreadsheets, presentations);

O.S.

Windows 10 and Linux;

IT Support Internship | UNIRN

November 2019 - September 2021

- Assistance in computer lab classes; Technical Support for computers and IT equipment; Remote service support; Opening of tickets via computerized system; Assistance with computer network equipment; Management of the institution's lives; Maintenance of network infrastructure; Configuration of Call Totems for Service.

Technologies used

- TicketIT (Internal system for opening tickets);
- Firewall - Fortigate and Pfsense;
- Totvs;
- Active directory;
- Slack;
- Office pack;
- OBS;
- Anydesk;
- VoIP;
- Clonezilla;

O.S..

- Windows 10 and 7;
- Windows Server 2016;
- Pfsense;
- Ubuntu server;

Technologic Park:

- 400 user machines;
- 20 Servers;

Front End Developer | Beryl Wanderley

1 month

Front-end developer of the educational institution;

Programming languages

- JavaScript;

Markup languages

- HTML 5;
- CSS;

Technologies used

- Discord;
- Office pack;
- Trello;
- vs Code;
- Bootstrap;

HelpDesk Technician | Casa de saúde São Lucas

March 2021 - October 2021

- User support; Support the maintenance of computers/micro and printers; Maintenance of network infrastructure; Configuration of network assets (Routers, APs, switches); Remote user support; X-ray machine configurations; Requirements analysis; Configuration of Call Totem; Laser printer; Welding equipment; Disposal of electronic material; Create company arts; Installation of security material;

Technologies used

- Internal system for calling;
- Remote Access: Anydesk, VNC, TeamViewer;
- MV2000;
- VirtualBox and Hyper-V (create test environments);
- Crystal Disk;
- Arduino and Raspberry (IoT);
- Office package and G suite;

- QrCode Generator;
- Unifi - Ubiquiti;
- Dlink;
- Kanban

O.S.

- Windows 7 and 10;
- Windows server 2012;
- Ubuntu server;
- Pfsense;

technological Park

- 250 user PC;
- 8 Servers;

ECT Administrative Technical Support Scholarship | UFRN

September 2021 - January 2021

Network infrastructure maintenance (cable routing, making connectors); Computer formatting; Requirements gathering; Assembly of network hacks; Structured cabling; Installation of network infrastructure architecture; Handling of cable locating equipment; Computer maintenance; Configuration of client/server computers; User service, intelbras App Installations; IP range management.

Technologies used

- OTRS 5s free (internal and external call system);
- Unit management system (registration of equipment in stock, displacement of equipment) - internal system;
- WhireShark;

- VirtualBox (creation of test environments);
- Clonezilla (Boot network);
- Active directory;
- VoIP;
- Anydesk;

O.S.

- Windows 10 and 7;
- Linux (Debian and Ubuntu);
- Ubuntu server;
- Windows server 2012 and 2016;

technological Park

- 250 computers;
- 48 servers;

Computing Support Analyst | TSMX

January 2021 - Present

Customer systems support; Computational thinking to solve system problems; Creation of scripts to change data in base; Analysis of tax data;

Technologies used

- Fortics (customer service chat);
- Institution wiki (internal development);
- BookStack (internal development);

O.S.

- Windows 11.