

EDER NONATO FERNANDES

IT ANALYST / DEVELOPER



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Brazilian, 28 years old

ABOUT ME

Experienced IT professional with expertise in Help Desk, Service Now, IT infrastructure, Programming, ITIL and systems implementation/admin.

IT Professional with experience in installation, support, and troubleshooting. Skilled in Zabbix, Grafana, and virtual machine management, as well as mail server administration and inventory management. Proficient in Python, and skilled in various technologies including Java, Web Development, Win Server, AD, GPO, DNS, Linux, Help Desk, ServiceNow, Firewalls, PABX, and Azure. Completed relevant training and courses.

EDUCATION

Information Systems

Universidade Nove de Julho

2020-2023

Electronics Technician Course

Escola Técnica Estadual (ETEC)

2010-2012

IT Courses (Udemy)

- Windows Server 2019
- Active Directory and Group Policy
- Zabbix 5 Application and Network Monitoring
- Grafana
- Kerio Control Firewall
- Azure Cloud Computing

IT / CPU Maintenance

Instituto Carlos Baccelar

80 hours each.

SKILLS

- Troubleshooting Skills
- Monitoring using Zabbix and Grafana
- EFSET English Certificate 72/100 - C2 Proficient (Listening and Reading skills)
- Proactive and detail-oriented
- Python and Java Development

EXPERIENCE

Sr. Network Analyst / Team Coordinator

Telus International / Robert Half 02/2022 – 04/2022

Coordinator of the Brazilian side of an international scrum team, responsible for collecting data for AI improvements.

- Coordinate and manage the actions of the team
- Network troubleshooting
- Agile methodologies.

IT Assistant

Reis Office Products Serviços LTDA 03/2021 – 09/2021

Management and administration of Help Desk tickets, troubleshooting and improvements of the IT infrastructure. Analysis and implementation of best practices of Information Security. Utilization of ITIL methodologies in IT services and processes. Installation of ERP Analysis.

- Installation and maintenance of devices for users.
- Administration of Mail-Server, Inventory, Help Desk and Intranet.
- Research, implementation and management of the Zabbix monitoring system.

Documents Production Operator

Reis Office Products Serviços LTDA 02/2019 – 03/2021 (ABB/ ABB HITACHI)

Management of the printing devices in client premises.

- Installation and maintenance of devices, drivers and management of the system (Uniflow).
- Remote access to Servers for creation and management of ports.