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|  | | EDER  NONATO FERNANDES | | | |
|  | | IT ANALYST / DEVELOPER | | | |
|  | (55) 11 9.9725-4471 | |  | ABOUT ME | |
|  | edernonato@outlook.com | |  |
|  | São Paulo 08450-480 | |  | 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. |
|  | [Personal Page](https://edernonato.github.io/personalpage) | |  |
|  | [LinkedIn](https://www.linkedin.com/in/eder-nonato-fernandes-278b496b/) | |  |
|  | [GitHub](https://github.com/edernonato) | |  |
|  | Brazilian, 28 years old | |  |
|  | | |  |
| EducationInformation SystemsUniversidade Nove de Julho 2020-2023 Electronics Technician CourseEscola 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 MaintenanceInstituto 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 | | |  | ExperienceSr. 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 AssistantReis Office Products Serviços LTDA 03/2021 – 09/2021Management 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 OperatorReis Office Products Serviços LTDA 02/2019 – 03/2021 (ABB/ ABB HITACH) 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. | |