Diadema 09932-350 | +55 11 946 130 528 | edgard.duarte@gmail.com

EDGAR DUARTE

PROFESSIONAL SUMMARY

Versatile Support Specialist skilled handling data, technical issues and personnel support tasks in distributed environment. Self-motivated and attentive with good interpersonal and problem-solving abilities. Offering 20 years of experience in Information Technology.

SKILLS

- Technical Support
- Data Collection
- Testing scripts
- Expertise in Perl, Shell Script and Control-M
- Proficient in Unix and Tivoli
- Solution development

- Microsoft SQL Server
- Operation System Software
- Product Development
- User Requirements
- Warranty Requirements

WORK HISTORY

SYSTEMS ANALYST 07/2015 to Current
Freelancer, Diadema, SP, Brazil

- Performed system analysis, documentation, testing, implementation, and user support for platform transitions
- Planned computer systems using information engineering, data modeling, and structured analysis
- Resolved malfunctions with systems and programs through troubleshooting

SUPPORT SPECIALIST 09/2009 to 05/2015
IBM Corporation, São Paulo, SP, Brazil

- Broke down and evaluated user problems, using test scripts, personal expertise, and probing questions.
- Responded to customer inquiries and resolved complaints to establish trust and increase satisfaction.
- Configured and tested new software and hardware.
- Researched and identified solutions to technical problems.

SUPPORT TECHNICIAN 12/2007 to 03/2009
Atos Origin, Santo André, SP, Brazil

- Helped streamline repair processes and update procedures for support action consistency.
- Responded to telephone, email and in-person inquiries regarding Prepaid operation, use and repair.
- Troubleshot and diagnosed problems to accurately resolve wide range of technical issues.

PRODUCTION TECHNICIAN 02/2000 to 10/2007
EDS - Electronic Data Systems, São Caetano Do Sul, SP

- Installed and upgraded package internal and third party software.
- Monitored helpdesk and responded to incoming tickets to address support needs.
- Created accurate and efficient test scripts in Load Runner to manage automated testing of certain products and features.

EDUCATION

UNICAMP, Campinas - SP, Brazil
Specialization, Software Engineering, 12/2003

FIAP, São Paulo - SP, Brazil
Specialization, Information Technology, 12/2001

UNIMARCO, São Paulo, SP, Brazil
Bachelor of Science, Systems Information, 12/1999

CERTIFICATIONS

- Certified IT Specialist, IBM, 2013.

LANGUAGES

Portuguese
Native language

English   C1
Advanced

Spanish   B1
Intermediate