Edson Costa

Porto Alegre, Rio Grande do Sul, Brazil

✉ edtech1985@gmail.com   📞 (+55) 51992002595

in linkedin.com/in/edtech1985

Summary

Bachelor's degree in Business Administration with a focus on Foreign Trade. Currently pursuing a degree in Software Engineering.

Throughout my studies, I completed internships in logistics, administration, and finance, gaining valuable practical experience. At the end of 2021, I made a transition from the finance industry to the technology field, driven by my passion for logic and problem-solving.

Currently, I am actively studying Logic, HTML, CSS, JavaScript, and React through Alura. These courses have provided me with a solid foundation in web development. In addition, I have acquired knowledge and practical experience in SQL and NoSQL databases while working as a Level 2 Technical Support Analyst at Lit Onlearning - Saint Paul Educacional.

During my college years, I had the opportunity to study abroad in New Zealand for two years, where I achieved fluency in English. I am also proficient in Spanish, which allows me to effectively communicate with a diverse range of individuals. Prior to my current role, I worked as a Bilingual Compliance Ombudsman, utilizing my language skills to facilitate effective communication between English and Spanish speakers.

In addition to my academic and professional endeavors, I have actively invested in the traditional financial market since 2015, gaining experience in stock markets. I have also been involved in the crypto market as an investor and enthusiast since 2016.

Soft Skills:
Strong interpersonal skills, Teamwork, Fast learner, Comfortable with logic and numbers, Ability to multitask, Effective communication, Proactivity, Willingness to learn, Autonomy, Critical thinking, Focus on quality, Flexibility and adaptability.

Hard Skills:
JavaScript (React and Node,js), SQL, MongoDB, Postman.

Experience

Technical Support Analyst L2
LIT Onlearning
Jan 2022 - Present (1 year 6 months)
Answering tickets via HelpDesk system with SLA;
Queries and updates in database (SQL and MongoDB);
Postman API's
Performing tests;
Make corrective and preventive maintenance;
Creation of spreadsheets and reports;
Writing manuals of procedures for knowledge base/FAQ;

Handling tickets through the JIRA;
Front End;

Compliance Ombudsman - Bilingual
Contato Seguro | Canal de Denúncias
Nov 2015 - Jun 2019 (3 years 8 months)
As a Bilingual Compliance Ombudsman (English and Spanish), I provided compliance services to customers, suppliers, and employees of contracting companies.

Manager
Costa & Marchiori
Jun 2013 - Jun 2015 (2 years 1 month)
General administration, negotiation with suppliers, accounts payable and receivable, bank reconciliation, purchases, sales, etc.

Billing Analyst
Lommez Assessoria Contabil Fiscal
Aug 2014 - Jan 2015 (6 months)
Credit analysis, refunds, returns and exchanges. Release of data of legal processes.

Service provided within the company headquarters of Dell Technologies Brazil.

Fleet Assistant
Hertz
Mar 2011 - Mar 2012 (1 year 1 month)
Logistics, data entry system, maintenance logistics, contact with workshops, financial support, accounts payable and receivable, bank reconciliation, management support, fines entry, operational support, delivery and inspection of vehicles.

Construction Assistant
0800 Labour - New Zealand
Jan 2007 - Jan 2008 (1 year 1 month)
General services in construction.

Customer Service Attendant
McDonald's New Zealand
May 2007 - Jul 2007 (3 months)
Clerk / Cashier / Runner

Education

UNIASSELVI
Bachelor's degree, Computer Software Engineering
Mar 2023 - Dec 2026

Estácio

Bachelor of Business Administration - BBA, International Business/Trade/Commerce
Mar 2005 - Dec 2012

Licenses & Certifications

CHATGPT: HOW TO GET THE MOST OUT OF THE TOOL IN YOUR DAY-TO-DAY -
LIT Onlearning
https://api.lit.com.br/api/media/file/download/644c0cdb325aa95ea2c1e927.pdf?_gl=

Artificial Intelligence and Computational - FIAP
654d33ec52443e3c5dbd01a3fb184d41

JavaScript: Programming Object Orientation - Alura
a96ce0d8-1f45-4ed6-98a9-20d3e9e89a07

HTTP: Understanding the web under the hood - Alura

SQL SERVER: Introduction to SQL with Microsoft SQL Server 2019 - Alura
511fc40a-7109-4c63-a1d8-c5bf8297db87

Online Class - What Is Blockchain Technology? - LIT Onlearning
a94200b8c0239853f53129f9053fa402

Introduction to Git and GitHub - DIO
299A18D0

Agile Projects with SCRUM - DIO
A309239A

Debugging and Error Handling - DIO
5D994B00

Asynchronous JavaScript - DIO
6CE368E8

JS - Object Orientation - DIO
2793D4DB

Introduction to ReactJS - DIO

D79D0079

Manipulating the D.O.M. with JavaScript - DIO
A9D790BE

Internet Application Development with ReactJS - DIO
6AEACDC5

HTML5 and CSS3 Part 2: Positioning, Lists and Navigation - Alura
46d36d71-4654-40fd-a6fa-502d4b49d85c

HTML5 and CSS3 Part 3: Working with Forms and Tables - Alura
7b0e672e-1a7f-437a-83f0-42bac1c81e33

HTML5 and CSS3 Part 4: Advancing in CSS - Alura
894f391d-286a-4a14-adb1-42c5cec6fb04

JavaScript: Objects - Alura
35791079-5828-4796-b52b-00a96bd8e603

JavaScript: Object-Oriented Programming - Alura
86c2e880-b0a8-43e4-bee8-b43ded4b5e20

JavaScript: Types, Variables, and Functions - Alura
09bca8c8-f43b-4c00-a1e4-83ce346525e5

Computer Architecture: Behind How Your Program Works - Alura
c669034c-6322-43b1-9f4e-cc88acb23c7f

LINUX I: Getting to Know and Using the Terminal - Alura
9717d248-f696-4387-bf0c-eab276ffff91

JavaScript: Arrays - Alura
8fe17f03-8591-4b60-8e65-5400d914b2ad

Advancing with PHP: Arrays, Strings - Alura
f7f00b13-66dc-492c-95e0-20098d898080

PHP - Concepts, dealing with data, loops and more - Alura
4abe1b1d-df3e-40b6-b826-71188a18d16a

Microsoft SQL Server 2022 - Understanding SQL - Alura
322bc667-a832-46f0-b0e8-bf0f620890be

ORM with Node.js: API with Sequelize and MySQL - Alura
1e5ae499-c91b-4d70-adc5-36f130dab3c6

React: Developing with JavaScript - Alura

Microsoft SQL Server 2022 - Advanced Queries - Alura
a0eae7b3-367e-43d9-98dc-97edaf1b5b5d

React: Handling Static Files - Alura
6d62e11a-6644-4ead-b751-28e41bd23790

EF SET Certificate - EF Standard English Test (EF SET)
uom12W

React - Getting to know the React Router library - Alura
4bd3f124-e7a2-4e7b-97d4-3ee95c169286

JavaScript: Manipulating the DOM - Alura
7fe1c411-f712-4cd8-b421-d5f1a6671907

WordPress: WhatsApp Integration and Internationalization - Alura
7831bdfc-fbd3-434b-9f61-375759c7cc46

Skills

React.js • Technical Analysis • Databases • Customer Service • Technical Support • Problem
Solving • JavaScript • SQL • MongoDB • PHP