

## Personal information

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**Birthdate:** 2 de março de 1979.

**Birthplace:** Porto (Portugal).



## Key skills

### Programming & Development

- Python (200h intensive course, plus University of Helsinki Programming MOOC – Introduction and Advanced, ~270h)
- Algorithms, data structures, object-oriented programming
- Clean code principles and problem-solving mindset

### IT Support & Systems

- Advanced troubleshooting across applications, systems, and networks
- Strong experience with ServiceNow, Jira, Remedy (incident management)
- User & Access Management (Active Directory, Microsoft Intune)
- Remote Support Tools: TeamViewer, Dameware, Goverlan
- Operating Systems: Windows & Linux (advanced user support)

### Cloud & Virtualization

- Familiar with VMware vSphere administration
- Monitoring and basic configuration of cloud infrastructures

### Business & Productivity Tools

- Microsoft Office 365 (Excel expert, Outlook, Teams, SharePoint)
- Financial Applications Support (Bloomberg, Reuters, Oracle)

### Communication & Collaboration

- Clear, empathetic communication with end-users and colleagues
- Time and priority management in high-pressure environments
- Multilingual: Portuguese (native), English & Spanish (proficient), French (intermediate)

## Education

**High School Diploma / Secondary Education** – Completed in 2025.

**Computer Programmer (EFA – Adult Education and Training)**, Tecnisign, total of 1416 hours (1150h training + 210h internship + 56h portfolio). Ongoing since September 2025, professional internship scheduled to start in July 2026.

## Professional training

**Programming MOOC 2025 – Advanced Course in Programming**, University of Helsinki (~135h). Expected completion: October 21, 2025.

**Programming MOOC 2025 - Introduction to Programming**, University of Helsinki (~135h), completed on September 6, 2025.

**UFCD 9214 – Digital Marketing (25h)**, funded by IEFP, completed in September 2025.

**Digital Marketing Course**, provided by Talento, total of 78 hours, from March to September 2025.

**Python Programming Course**, intensive 200-hour full-time course, funded by IEFP, July to August 2025.

**Supporting and Troubleshooting Windows 10 Course**, completed at CAS Training (Madrid, Spain) with a duration of 30 hours, finished on March 31, 2017.

**Principles and Fundamentals of Networking Course**, completed at Anadat Consulting (Rivas Vaciamadrid, Spain) with a duration of 18 hours, completed on June 10, 2014.

**Basic Administration of VMWare VSphere Course**, completed at Anadat Consulting (Rivas Vaciamadrid, Spain) with a duration of 18 hours, completed on May 13, 2014.

**Hardware Computer Course – Expert**, completed at the Advanced Center of Computer and Training (Master Computer) (Lisbon, Portugal) with a duration of 52.5 hours, finished on June 21, 1999.

## Languages

**Portuguese:** Native.

**Spanish:** Proficient User - High level of written and excellent oral proficiency.

**English:** Proficient User - High level of written and excellent oral proficiency.

**French:** Independent User - Good written and oral proficiency.

## Professional experience

### IT Support:

Level 1 Local IT Support Technician for BNP Paribas campaign at Devoteam (Lisbon, Portugal) from February 2019 to August 2024.

Level 1 IT Support Technician for BNP Paribas campaign at CAS Training (Madrid, Spain) from September 2016 to September 2018.

Level 1 IT Support Technician for CEPSA campaign at Tecnomcom (Madrid, Spain) from September 2014 to September 2016.

Level 0 and Level 1 IT Support Technician for various Telefónica Cloud Computing campaigns at Anadat Consulting (Rivas Futura, Spain) from February 2013 to August 2014.

### Call Center:

Teleoperator for Nokia Portugal campaign at Sitel Ibérica Teleservices, S.A. (San Fernando de Henares, Spain) from March 2012 to December 2012.

### Tourism:

Receptionist and Tour Guide at Quinta Nova de Nossa Senhora do Carmo Rural Hotel (Covas do Douro, Portugal) from March 2010 to February 2012.

### Hospitality:

Bartender and Dining Room Attendant at LBV 79 Restaurant-Bar (Pinhão, Portugal) from September 2009 to March 2010.

### Bar:

Bartender and Waitstaff at Labirinto (Porto, Portugal) from February 2006 to May 2008.

### Sales and Marketing:

Salesperson at General Ótica – Norteshopping Shopping Center (Matosinhos, Portugal) from November 2003 to November 2004.

Sales Representative in the Professional Internet Department of TV Cabo (Porto, Portugal) from May 2003 to September 2003.

### Hospitality:

Employee at Sugestões e Opções – Restaurant at Jardins do Palácio de Cristal (Porto, Portugal) from August 2002 to May 2003.

Employee at Pans & Company at Maia Shopping Mall (Maia, Portugal) from March 2002 to July 2002.

### Tourism:

Room Attendant at Clarion Hotel Royal Christiania (Oslo, Norway) from August 2000 to March 2001.

### IT:

IT Technician with administrative responsibilities at Cofanor – Cooperativa dos Farmacêuticos do Norte, S. A. (Porto, Portugal) from October 1999 to April 2000.