ERICA RAMIRES

Nationality: European and Brazilian
Phone: (+39) 3932805291
Email: ramireserica@gmail.com

Technical Skills

• Python | Ruby | JavaScript | HTML/CSS | SQL
• Git and GitHub | Programming Logic
• DevOps Tools | Docker |
• Operating Systems | Windows | Linux | Network Installation

Academic Education

SPECIALIST IN CYBERSECURITY - IEFP (2024 - Current)
DIGITAL LAW - Legale (2024 - Current)
LAW UNIVERSITY - Federal University of Paraná (2018 - 2023)
ELECTRONIC ENGINEERING - UTFPR (2015 - Incomplete)

Experience

IT Technician - UTFPR (2015 - 2018)
- Hardware maintenance;
- Software maintenance;
- Technical support;
- Customer assistance;
- Network management;
- User training.

Technical Support - SEBRAE (2020 - 2022)
- Creation and maintenance of interactive dashboards;
- Implementation of new technologies in the department;
- Use of agile tools;
- Development of a company chatbot;
- Management of technical requests via a ticketing system.

Language Skills

Italian - Basic; English - Intermediate; Portuguese - Native