



Manoel Neto

🎯 Technology professional with experience in Front-End development (HTML, CSS, and JavaScript) and Python automation, also working with IT support, software quality assurance (QA), data analysis, and IT infrastructure, with experience in basic cloud environments and both manual and automated testing.

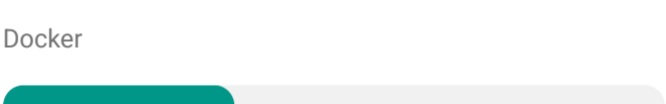
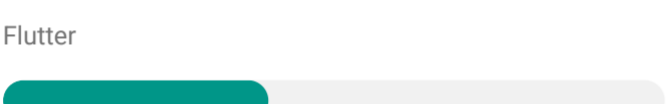
💼 Junior Technology Analyst | QA • Support • Junior DevOps • Data | Python • Cloud • Software Quality

🏠 Rio de Janeiro, BR

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📞 (21) 99141-4276

✳️ Hard Skills



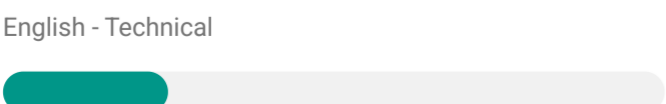
⚙️ Technical Competencies

- ♦️ **Software Quality / QA**  
Manual Testing • Automated Testing • Test Case Design • Software Validation • Python for Testing • Quality Assurance (QA)
- ♦️ **Technical Support & Infrastructure**  
Help Desk L1 • User Support • Windows and Office • Cloud Backup • Basic Infrastructure • Support for Server Environments
- ♦️ **DevOps / Cloud (junior level)**  
Python • Git • Cloud Computing (Azure and AWS – basic) • Task Automation • CI/CD Concepts • Environment Sustainment
- ♦️ **Data / BI (junior level)**  
Data Analysis • Indicators and KPIs • Data Visualization • Analytical Excel • Decision Support • Business-Oriented Data

👤 Soft Skills

- Critical Thinking
- Adaptability
- Resilience
- Effective Communication
- Active Learning
- Autonomy
- Initiative
- Project Management
- Problem Solving
- Leadership
- Teamwork
- Visão de Negócio

🌐 Languages



👛 Professional Experience

IT Support Technician / ERP Systems

🏢 [Sonho do Artesão](#)  
📅 Sep 2024 – Present

- Technical support for ERP systems (Uniplus and Olist), assisting users with system operations, configuration, and issue resolution.
- Remote and on-site IT support, troubleshooting hardware, software, and network-related issues.
- Maintenance of local network infrastructure, ensuring connectivity, stability, and basic security.
- Support for billing and invoicing processes, ensuring data accuracy and system availability.
- Collaboration with operational teams to improve system usage, reliability, and service continuity.

Help Desk / IT Support

🏢 [Servcom Technology – www.servcom.com.br](#)  
📅 Mar 2024 – Sep 2024

- Level 1 (L1) IT support, providing user assistance and incident resolution.
- Support in the configuration, validation, and maintenance of cloud backup solutions, ensuring data security and availability.
- Assistance with server mirroring and replication, supporting operational continuity.
- Support in database installation and configuration, working alongside the technical team.
- Development of web solutions and generative AI automations, using Python and Front-End technologies, focused on process optimization.

E-commerce Analyst / Digital Platforms

🏢 [Porão do Alien](#)  
📅 Jun 2017 – Dec 2023

- Management and optimization of e-commerce platforms, focusing on performance, stability, and user experience.
- Analysis of performance metrics and KPIs using Google Analytics, supporting operational and strategic decision-making.
- Management of product catalogs, pricing, and sales workflows, ensuring data consistency and accuracy.
- Implementation of technical improvements related to SEO and platform performance, increasing qualified traffic.
- Customer support and technical issue resolution related to the online store operation.

⚙️ Education

Cyber Defense | Uniasselvi  
📅 2nd Semester

Security Operations Analyst | Microsoft Learn  
📅 In Progress

Junior Cybersecurity Analyst | Cisco Networking Academy  
📅 In Progress

Bootcamp Potência Tech iFood – Programming from Scratch | DIO  
📅 In Progress

Machine Learning e GenAI na Prática | Nexa  
📅 Nov 2025 - Cursando

Análise de Dados com Grafos | Neo4J  
📅 Nov 2025 - Cursando

GenAI & Dados | Bradesco  
📅 Dez 2025 - Cursando

Imersão Digital Mobile | Santander  
📅 Jun 2025 - Cursando

Excel com Inteligência Artificial | Santander  
📅 Out 2025 - Cursando

EducalA | Santander  
📅 Set 2025 - Cursando

❤️ Community Engagement

Google Cloud Arcade Facilitator | Google Cloud & SoulCode Academy  
📅 2025 - Ongoing

Official facilitator of Google Cloud Arcade, sharing knowledge in cloud computing, machine learning, and Google Cloud Platform solution architecture with the tech community.

Cybersecurity | Hackers do Bem (RNP/SENAI-SP/Softex)  
📅 2025 - Ongoing

Intensive training in ethical hacking and offensive security, applying advanced techniques for vulnerability analysis and incident response in real environments.