Felipe Destro Munhos Silva

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PROFESSIONAL EXPERIENCE

STEFANINI   **Jundiaí, SP**
Field Service Technician   **2023-Current**

- Diagnosed and resolved 200+ monthly incidents alongside the LATAM Field Services team using ServiceNow, maintaining active participation in 35% of Rockwell Automation support cases.
- Extracted and imported hashes from 15+ machines per month into Intune and Azure, provisioning devices via Windows AutoPilot and ensuring strict adherence to corporate cybersecurity policies and data protection standards.
- Automated provisioning tasks with Azure PowerShell scripts, reducing setup time from 35 to 20 minutes, eliminating repetitive manual processes, and boosting productivity by 40%, enabling swift end-user onboarding.
- Sustained a 100% SLA fulfillment rate on all assigned tickets, ensuring rapid resolution and high client satisfaction.
- Ranked #2 Global Technician at Rockwell by achieving 100% CSAT on every completed survey.
- Collaborated with LATAM teams to standardize best practices, reducing the average resolution time by 20% on all incoming requests.

SESI   **Jundiaí, SP**
IT Internship   **2022-2023**

- Implemented and repaired IT and robotics lab systems for 200+ users, administering Office 365 accounts for staff and students while deploying secure access protocols to protect sensitive data and maintain regulatory compliance.
- Adopted a formal ticketing process at SESI, reducing resolution times by 40% and improving service delivery.
- Deployed Microsoft Bookings across 8 labs and tech spaces, eliminating double-bookings and increasing resource utilization by 20%; reduced scheduling errors by 95%.
- Mentored 32 students in Python programming for robotics, culminating in 7 distinct projects and SPIKE-based coding skills.
- Standardized 120+ workstations with secured Windows images and up-to-date patches, reducing vulnerability risks and ensuring stable performance across the institution, thereby maximizing classroom productivity.
- Launched a maintenance protocol spanning 50+ lab devices, leading to a 99% device uptime resulting in findings to fix the three biggest causes of equipment failure.

PROJECTS

Woodie Flowers Box: Developed a web application using Next.js, React, and TypeScript to host seven mini-games inspired by real-world projects, providing an engaging digital platform with interactive experiences.   **(02/2025)**

Ignite Feed : Constructed a robust social media feed simulation application with effective commenting and liking functionalities, streamlining front-end architecture and achieving 95% unit test coverage, enhancing overall application reliability and performance.   **(01/2024)**

EDUCATION

ANCHIETA UNIVERSITY   **Jundiaí, SP**
Bachelor of Science in Computer Science   **2022-2025**

SKILLS

Programming Languages: JavaScript, TypeScript, Python.
Frameworks: Node.js, Next.js.
Developer Tools: Git, Docker, Github, Figma, Postman.
Libraries: React, Sass, Tailwind.
Databases: MySQL, MongoDB, SQLite.
Query Languages: SQL.
Languages: Portuguese (Native/Fluent), English (Professional Fluency).