Diego Fernandes

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in linkedin.com/in/diego-f

Summary

Support Analyst @ Tata Consultancy Services
4 years of experience in I.T infrastructure and supporting internal/external customers, foundations of .NET development
B.Tech Degree in Systems Analysis and Development by UNICESUMAR.

Experience

Support Analyst

Tata Consultancy Services

Apr 2020 - Present (6 months +)

Working on the transition planning, knowledge acquisition, and documenting procedures for the new 24/7 client project under Cross Functional team.

Infrastructure Associate

Vikstar

Jun 2016 - Apr 2020 (3 years 11 months)

Responsible for local incidents and requests.
Participated in the installation of the service environment, networks and cabling.
Creation of powershell automation scripts for routines automation and software deployment used in all branches of the company.
Created a software called 'bill bot to resolve service tickets, responsible for up to 300 tickets/month.
Created a windows service for registry management to maintain
security configs and keys needed for the bank's call center operation.
Created an election system for the CIPA(Internal accident prevention
commission), streamlining the registration, vote counting and safely
saving data about the poll.
Responsible for the implementation of the IP monitoring system,
including the DVR and all camera configurations necessary to obtain
the best performance, according to the recording time required by law.

Administrative Assistant

A.Yoshii Engenharia

Mar 2013 - Sep 2013 (7 months)

Assistance in the routines of the administrative department and warehouse, involving the attendance to employees of the operational sector, monitoring of reports, preparation and control of spreadsheets and files.

Education

UniCesumar

Bachelor of Technology - BTech, Systems Development

2017 - 2019
The course aims at training to design, document, specify, implement, test, deploy and maintain computer information systems.

Licenses & Certifications

Cloud computing foundation - SOFTEX
adbf07f13f

Network Foundations - SOFTEX
EB813D379D

C# Essential Training - LinkedIn

Programming Foundations: Object-Oriented Design - LinkedIn

UML Data Modelling (Analysis&OOP Project) - Udemy
UC-UPSK2SM2

Scrum Fundamentals Certified - SCRUMstudy
Issued Aug 2019 - Expires Aug 2022
722764

Technical Support Foundations By Google - Coursera
YFW94XNSXWV8

CertiProf Continuous Learner - CertiProf
Issued Aug 2020 - Expires Aug 2022

Skills

C# • Infraestrutura • Redes • Object-Oriented Programming (OOP) • .NET Framework • ASP.NET MVC • Windows • Entity Framework • PHP • SQL