**Jackson Ferreira dos Santos**

Ireland - Dublin |Nationality: Brazilian (Eligible for Critical skills visa and EU Blue Card/ Stamp 2)

**✉** ferreirajackson.96@gmail.com **| ☎**  +353 083 057 8847 |

LinkedIn: [https://ie.linkedin.com/in/ferreirajackson/](https://ie.linkedin.com/in/jacksonferreira/) |

GitHub: <https://github.com/ferreirajackson>

**Summary**

Bilingual (Portuguese and English) IT professional with a Degree in Information Technology Management and over 3 years of experience as System Developer. Successfully promoted the career of ERP Developer and System Analyst, acquired experience and know-how due to managing small teams of development and providing services as deployment, maintenance, and support to the operating systems for workstations and servers. My on-the-job experience has additionally afforded me skills in customer service, critical thinking, and Technical writing and reading.

***Expertise:*** Development, JD Edwards, Critical analysis, ERP, Customer Services, problem-solver, management.

**Education**

* **Higher Diploma in Science in Computing (NFQ Level 8) |** University: CCT, Ireland | 2020
* **Technological Degree in Information Technology Management (NFQ Level 6) |** University: Sumaré, Brazil | 2014
* **Administration Diploma (Level 5) |** Senai, Brazil| 2013

***Further Education & Certificates***

* **Business English** | Spell English, Brazil| 2017
* **Business Analysis and Requirements Analysis** | ActionSys, Brazil | 2016
* **Certificate in ITIL Foundation v3** |Green Training, Brazil | 2016
* **Course in COBIT** |Green Training, Brazil | 2016
* **Course in CLOUD COMPUTING** |Green Training, Brazil | 2016
* **Mounting and maintenance of microcomputers** | Seara, Brazil | 2015
* **Competence in information technology and communication | Competence in environmental education | Competence in entrepreneurship | Competence in work safety |** Senai, Brazil | 2013

**Experience**

**Assistant IT Intern | 4Property, Ireland | July 2018 - August 2018**

*Company focused on Front-end systems and general customization of the real estate business.*

* Effectively developed technical and functional documents;
* Assisted the guidelines and objectives of project in progress;

**Software Analyst JD Edwards | ActionSystem, Brazil| June 2016 - January 2018**

*Company focused on systems deployment and customization for JD Edwards ERP which develops solutions for large companies (eg: Cargill -* [*cargill.com.br*](https://www.cargill.com.br/) *| Vopak -* [*vopak.com.br*](https://www.vopak.com/)*).*

* Effectively developed and documented detailed functional and technician specifications across the broader group that bridge business requirements and system functionally;
* Point of contact for the IT support services being delivered to the business team ensuring all services levels were being maintained;
* Analysed programs and reports and wrote evidence about. Repaired the issues found and performed the tests with the users;
* Trained users and support team by teaching all features and the common error messages and how to solve it;
* Provided knowledge and actions regarding the promotion of projects to other environments (Deployment, service initiation, support for the ERP Server);
* Developed system process flows, logical and physical designs, use cases and diagrams to translate user requirements into software development or package configurations;
* Configured JD Edwards modules according to business requirements;
* Elaborated and reviewed of technical and functional documentation, such as;
* Technical specification;
* Functional Specification;
* Test Evidence;
* Test plan;
* Product test;
* User manuals;
* **Achievements:** Successfully participated in many deployment projects acting as a consultant but one in especial, a new product which is a payment system made with JD Edwards resources;
* Created workshop material to the new employees about a consultant career duties and responsibilities;

**JD Edwards Development Intern | ActionSystem, Brazil| November 2015 - May 2016**

*Company focused on systems deployment and customization for JD Edwards ERP.*

* Maintained and bug fixed legacy software (ERP which integrates all departments; Customer’s portfolio management system; many other internal tools);
* Designed, developed, modified and debugged software code according to functional, non-functional and technical design specifications;
* Talked to the consultants to understand their and customers’ needs, to implement bespoke features;
* Reviewed issues and provided fixes and workarounds for operability to maintain existing software solutions;
* Assumed technical accountability for specifics work products within and application and provided comments, suggestions and technical support during solution design for new requirements;
* Continuously sought for innovation and continuous improvement, efficiency in all assigned tasks;
* **Achievements:** Successfully participated in many projects acting as a developer but one in especial, a new product which is new record of production and stock control (Compliance process);
* Frequently chosen to work in new projects due to the excellent sense of good practice;
* Started as Intern, quickly evolving to Mid-Level;

**Technician Assistant | Rey Máquinas, Brazil| March 2015 - April 2015**

*Rey Máquinas is a technical assistance and store of computer articles and Brazilian automotive.*

* Helped maintain a physical inventory of IT hardware (computers, peripherals, and accessories);
* Assisted in keeping IT support process documents up-to-date;
* Solved basic troubleshooting of network and voice infrastructure;
* Worked with hardware and software sales;
* **Achievements:** Integrated new clients to the company by conducting business development research

**Administrative trainee | Bravox, Brazil |January 2013 – December 2013**

*Bravox is a Brazilian automotive high-support company, residential and professional services.*

* General office duties as required;
* Contacted customers for purchase order numbers or other information
* Contacted customers to request payment for work done
* Assisted with the preparation of financial records
* Assisted the line manager with general administration
* Due to the company's turnover, I was able to work in the areas described, performing the following services in the sectors;
* RH: Worked directly with point sheet and admission processes;
* PCP: Daily planning of each assembly sector to be assembled and revision of general reports;
* Accounting: Reporting and general analysis;
* Purchasing: Revision and ordering of orders;
* Work safety: Archive;
* Warehousing: Disposal and material analysis;
* **Achievements:** Consistently receiving positive feedback by my supervisor in all sectors I have passed;

**GENERAL SKILLS**

* ***Language Skills:*** Portuguese (Native) | English (Intermediate);
* ***Computer Skills***: Windows, Linux, Apple, Internet, IOS, Android and Microsoft Office Package. *Software User Knowledge*: Citrix, JD Edwards, Odoo. *Programming:* Java, HTML, CSS, C, SQL, XML;
* ***Soft Skills:*** Strong communication, organizational and negotiation skills; Strong analytical and critical thinking skills; Great sense of Leadership; Strong Team Working; Flexibility to work in any kind of project or environment;

**PROJECT & INTERESTS**

* **Boletos Action -** Created a payment product in ERP JD Edwards for the client Cargill The company had a system who made the issue of charges through 'boletos' in a separate system. The purpose of the project was to create a system similar to the one in force but inside JD Edwards. So that in this way the transition between systems is eliminated. Programs and reports were created regarding the registration for the issuance of the collection document. | November 2015 - April 2016;
* **Sensation Sports -** A new company in the sports sector was created and structured with the business and marketing plan taught in the administration course. From the creation of principles such as mission, vision and values of the company to the creation of commercial brands for prospecting new clients. | January 2013 - June 2013;

**VOLUNTEERING**

* ***Volunteer*** | Pathfinder in Brazil | Helped people with communities actions in the city of São Paulo;

***References Upon Request***

***KEYWORDS TO HIDE***

***JAVA, PHP, HTML, CSS, JAVASCRIPT, JUNIOR, JDE, JD EDWARDS, JAVA, HTML, PHP, CSS, JAVASCRIPT, JUNIOR, PLENOR, SYSTEM, SYSTEM DEVELOPER, SYSTEM ANALYST, JAVA DEVELOPER, JDE DEVELOPER, DEVELOPER, PHP DEVELOPER, WEB DEVELOPER, FULL-STACK DEVELOPER, JQUERY, SQL, MYSQL, PL/SQL, PLSQL, DEVELOPMENT, IT, IT ASSISTANT, BACK END, BACKEND, FRONT END, FRONTEND, BACK-END, FRONT-END, ERP, ERP ANALYST, CUSTOMER SERVICE, HELP DESK, HELPDESK, SERVICE DESK, SUPPORT, LEVEL 1, LEVEL 2, LEVEL 3, DEVELOPMENT, TECHNOLOGIES, JAVA, PROGRAMMING, PROGRAMMER, .NET, VISUAL STUDIO. ANDROID STUDIO, C, C++, PASCAL, .NET, C#, C SHARP, PROGRAMMING. HIBERNATE, BOOTSTRAP, LARAVEL, ANGULAR, ANGULAR2, HIBERNATE, MVC, BOOTSTRAP, ERP, ERP, ERP, SAP, SAP, SAP, MICROSIGA, MICROSIGA, MICROSIGA, ORACLE, ORACLE, ORACLE, DATABASE, DATABASE, DATABASE, LINUX, APPLE, WINDOWS, APPLE, LINUX, WINDOWS,***