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# Gilberto Pacce

## SOFTWARE ENGINEER

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### Professional Profile

Experienced Full Stack Developer with a strong background in .NET/C#, React, and Node.js, specializing in high-performance applications, system integration, and scalable architecture. At Dell Technologies, I designed and optimized RESTful APIs, collaborated with cross-functional teams (DevOps, QA), and delivered solutions aligned with business goals. Proficient in SQL databases (MySQL, PostgreSQL), CI/CD pipelines, and agile methodologies. While my core expertise lies in the Microsoft stack, I am actively expanding my skills into Java/Spring and Angular through self-study, confident in my ability to transition seamlessly due to my solid foundation in software engineering principles. Passionate about clean code, problem-solving, and continuous learning to adapt to evolving tech landscapes.

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### Work Philosophy

I believe technology should serve people. My goal is to build solutions that combine technical robustness with exceptional user experience, always focusing on innovation, efficiency, and tangible business impact.

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### Education

- UniAmérica  
University Center
- Bachelor's in Systems Analysis and Development (2022–2024)
  - Postgraduate in Data Science (2024–2025)
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### Skills and Competencies

**Full-Stack Development:** HTML, CSS, JavaScript, React, .NET, C#, Node.js  
**Backend & Integration:** RESTful APIs, system integration, performance optimization  
**DevOps & Methodologies:** CI/CD pipelines, Agile/Scrum project management  
**Key Strengths:** Complex problem-solving, scalable architecture design, technical documentation

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### Languages

- Portuguese (Native)
- English (Advanced)
- Spanish (Basic)

## Professional Experience

### Software Engineer | Dell Technologies | Oct 2021 – Present

**Architected** scalable .NET and React applications serving 10,000+ daily users, **reducing system response time by 40%**

- **Implemented** CI/CD pipelines that **decreased deployment time from 2 hours to 15 minutes**, enabling daily releases
- **Led** cross-functional team of 12 members (DevOps, QA, Product) to **deliver 15+ features on schedule**, meeting 100% of sprint commitments
- **Streamlined** automated testing processes, **increasing code coverage from 60% to 95%** and reducing production bugs
- **Generated cost savings** through system integration improvements and infrastructure optimization

### Support Engineer L2 | Dell Technologies | Dec 2019 – Sep 2021

Acted as a second-level technical specialist, providing strategic support to L1 analysts in resolving complex hardware/software cases for Dell products (desktops to workstations).

- **Resolved** 150+ complex hardware/software escalations monthly with **95% success rate**, preventing customer churn
- **Mentored and trained** 25+ L1 analysts, **improving their first-call resolution rate from 65% to 82%**
- **Evaluated and approved** 200+ critical N2 cases, maintaining **99.5% SLA compliance**
- **Created** 15+ standardized troubleshooting workflows that **reduced average resolution time by 35%**
- **Increased L1 resolution rates by 26%** through comprehensive protocol implementation and knowledge transfer

### Senior Technical Support Specialist | Dell Tech. | Jan 2015 - Nov 2019

Provided direct support to end customers and businesses via chat, email, and phone, resolving Dell hardware/software issues with speed and precision.

- **Managed** 70+ customer tickets weekly while maintaining **90% CSAT score** and **85% first-call resolution rate**
- **Developed** 20+ comprehensive troubleshooting guides that **reduced team resolution time by 25%**
- **Identified and documented** 50+ recurring technical gaps, leading to **10 product patches** and improved customer experience
- **Trained** 30+ new analysts in Dell protocols and customer service, **achieving 95% certification pass rate**