



Hélio Rafael Fortes Lima

12 - 12 - 1989

Education

COMPUTER SCIENCE

University Veiga de Almeida
Rio de Janeiro – Brazil
2014 – 2016

Monograph made in the area of Artificial Intelligence (System for detecting problems with internet connection).


Technical of Systems Management
Instituto Medio Industrial de Luanda/ Angola
2004 - 2008


Other Activities

- WINDOWS SERVER 2016 - EAD (40 hours)
- CCNA – NSI Training (64 hours)
- ADM DATABASE – ADV informatic (2 hour)

Achievements

- Migration of all services/information from the local server to Microsoft 365.
- Study and implementation of the cabling network for the RMA office
- Participation in the distribution of musketeer's nets in the provinces of Cunene and Namibe (southern Angola)

 +31 6 87183283

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 helioforteslima@hotmail.com

 <https://www.linkedin.com/in/h%C3%A9lio-rafael-fortes-lima-439a5430/>

 Pelt, Belgium

Profile

Committed and easy-to-learn professional, good interpersonal communication skills, ability to manage conflicts, proactive and perfectionist. Having done all the education in the area of computer science, I managed to acquire knowledge of hardware and various software of greater usability. Prepared to take on great responsibilities and challenges, even in environments under pressure, ensuring efficiency and effectiveness in carrying out the task.

Work Experience

IT Technician

Angola Women Network | Luanda, Angola | 12-06-2018 At 26-10-2021 info@redemulherangola.co.ao / redemulherangola.org/

- Responsible for all IT infrastructure.
- Preventive and corrective maintenance activities, necessary for the conservation of equipment.
- Data management, system maintenance (Windows Server, Backups) and application of security methods.
- Assistance to users in their day-to-day difficulties, which include, diagnosing and configuring the operating system (Office), Antivirus, network printer connection (Networking).
- Interception in the processes of acquisition of new computer equipment, with regard to the issuing of opinions on the quality / guarantee / type of equipment recommended.
- Active Directory, Microsoft 365, Endpoint security.

IT Assistant

Population Service International | Luanda, Angola | 04-01-2018 At 10-06-2018
www.psi.org/country/angola/

- Help Desk.
- Purchase processes
- Assistance to the IT manager in monitoring the infrastructure.

Skills

Professional

- Organized
- Proactive
- Ready
- Committed
- Accountable

Personal

- Easy learning
- Communicative
- Careful
- Friendly
- Perfectionist

Programming languages

- C
- JAVA Script

Language

- English – B2
- Portuguese – Native
- Spanish – B2

Hobby's

- Basketball
- Pub
- Fishing
- Gym
- Bike

References

- Willing to provide as requested

Human resources assistant

Population Service International | Luanda, Angola | 01-06-2017
At 21-12-2017

www.psi.org/country/angola/

- Collaboration in recruitment.
- Management of staff and all their requests.
- Actuation in project LLIN (Musketeers Distribution) PSI - ANGOLA.

Digital Marketing and Commercial

Leisure Slave | Luanda, Angola | 15-02-2017 At 15-05-2017

<https://www.facebook.com/soldeluandanautica/>

- Perform digital marketing operations for companies: Sol de Luanda - Náutica, W-Motors, Shopping Center and Slave of Leisure.
- Purchase and sale processes.

Sales Promoter

LSA-ALA / ACM-GS | Luanda, Angola | 18-10-2016 At 04-01-2017

<https://www.facebook.com/aclmps/>

- Sales assistant.
- Service promoter

Technical Assistant

UP-IDEIAS | Rio de Janeiro, Brazil | 15-08-2016 At 18-09-2016

www.facebook.com/upideiascomunicacao/

- Providing services to the public at the RIO 2016 Olympic and Paralympic Games.
- Counseling, targeting the public inside and outside Olympic arenas or stadiums.

Help Desk Assistant

Civil Police of the State of Rio de Janeiro(PCERJ) | Rio de Janeiro, Brazil | 01-10-2012 At 07-03-2013

<http://www.policiacivilrj.net.br/>

- Assist in the inclusion of information in PCERJ's computer and operational systems.
- Assist in the preparation of operational database and criminal statistics.
- Help desk