

# Henrique Custodio

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## EXPERIENCE

### **Intelerad Medical Systems, Toronto ON - *System Technology Specialist***

JAN 2024 - CURRENT

- Specialized in backend systems, providing support to clients by troubleshooting and optimizing Linux-based medical software configurations and performance.
- Lead extensive problem-solving efforts, resulting in the resolution of complex technical issues enhancing system reliability and client satisfaction.
- Collaborate with engineering teams and client success managers on ticket prioritization and issue resolution.

### **Telus, Montreal QC - *Developer Analyst II***

MAY 2022 - AUG 2023

- Analyze and resolve Google Cloud Platform issues with a focus on Cloud Storage products (Cloud SQL, Spanner, Storage, Filestore, Memorystore, etc.).
- Perform in-depth troubleshooting leveraging Linux, DevOps, and Storage expertise.
- Partner with engineering teams to identify root causes of complex issues, and effectively mitigate issues.

### **MTM Projects Landscaping, Vancouver BC - *Worksite Supervisor***

APR 2017 - APR 2021

- Planned work days and executed daily landscaping operations in accordance to customer demands and owner guidelines.
- Ensured customer satisfaction through excellent and consistent communication.

### **UBC Athletics, Vancouver BC - *Athletics Academic Assistant***

JAN 2016 - AUG 2020

- Provided comprehensive academic mentorship to student athletes in multiple courses.
- Addressed and rectified cases of academic dishonesty and upheld academic integrity.

### **Enterprise Holdings, Vancouver BC - *Sr. Customer Service Representative***

MAY 2019 - MAR 2020

- Delivered excellent customer service while maintaining competitive sales numbers.

## EDUCATION

### **George Brown College**

Ontario College Advanced Diploma, Computer Programming and Analysis

### **The University of British Columbia**

Bachelor of Arts, Psychology

## CERTIFICATIONS

GCP Associate Cloud Engineer

AWS Associate Developer

SSCP

RHCSA

CCNA

A+ / Network +

UC Davis -

SQL for Data Science Specialization

University of Michigan's -

Python3 Programming Specialization

Meta Front-End Developer

## SKILLS

Python / Javascript / C# / Bash

Google Cloud Platform/ AWS/ Azure

PostgreSQL/ Sybase

Linux

Salesforce/ ServiceNow

Jira

Office365/ Google Workspace

Portuguese / French / Spanish

Documentation / Technical writing

## PASSIONS

Linux, Game programming, Writing,

Football