Henrique de Castro Machado

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Location: Bebedouro/SP, Brasil

Summary

Major in Systems Analysis and Development at Estácio de Sá College, I have experience in the technology area, with specializations in the area of software development, support and consultancy for the SAP Business One and SAP S/4 HANA systems.

Experience

Job Title: Support Engineer

Company: H&CO Technology Advisors
Period: Aug/2021 — Present

Job Description:

- Support and analysis of issues in the SAP Business One system.
- Bug analysis and escalation of issues to the development department.
- Creation of reports and SQL procedures in Microsoft SQL Server, HANA, and Crystal Reports databases.
- Customer support and guidance on SAP system modules: financial, accounting, tax, configurations, and others.
- Testing new tools and functionalities provided to clients.
- Support for Add-ons: TaxPlus, T10 Extreme, Triple One, and others.

Job Title: SAP S/4 HANA Business Analyst

Company: Coopercitrus Cooperativa de Produtores Rurais
Period: Aug/2018 — May/2021

Job Description:

- Support and improvements in the SAP system (Key User).
- Analysis of issues and guidance in the SAP CS - Services module.
- Handling service requests and integration with other areas of the company to improve processes.
- Warranty management with suppliers (JCB, Valtra, Pirelli, and others).
- Creation of documentation for the correct usage of the SAP HANA system and its functionalities.
- Analysis and management of dealerships through an online portal (AGCO).

Education

Degree: Bachelor's Degree in Computer Science (Information Technology)

Institution: Estácio de Sá College
Period: Jan/2022 — Present
Description: Evaluating and designing databases; Developing and programming systems using web technologies; Conducting technical feasibility studies using cost and efficiency-based criteria to select alternatives; Gathering information about the existing system to determine requirements for an enhanced system or a new system.

Courses

Course Title: Analyze Data With SQL

Institution: Codecademy
Period: Jan/2022 — Mar/2022
Description: Database analysis, report creation, and procedures.

Course Title: Advanced English (CEFR Level C1)

Institution: English Live
Period: Jan/2020 — Jan/2022
Description: Advanced English with a focus on conversation.

Course Title: CS50's Introduction to Computer Science
Institution: Harvard Online
Period: Sep/2024 — Present
Description: Introduction to Programming and Computer Science.

Skills

Proactivity: I am determined to solve assigned problems and apply all available tools to complete tasks efficiently.

Communication: I value clear communication, both in-person during presentations and in written form through emails and messages.

Analytical: I have developed analytical skills, particularly in problem-solving and implementing processes to enhance agility and speed in future events.