



IAN LIMA SOUZA

Tech professional and Computer Engineering student, always eager to learn. Looking to advance in the tech field. Strong communication, visual, and problem-solving skills. Happy creating solutions and working in teams.

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RELEVANT WORK EXPERIENCE

Technical Support Analyst • Braintree/PayPal | Oct/2022 – Present

- Provide white-glove technical support for Braintree merchants at a global scale
- Analyze integration, risk, and fraud issues, identify and escalate problems on leading security technologies, such as: 3DS2, Payment Vaulting, PCI-DSS Compliance
- Learn, utilize, and improve on internal tools and procedures – Salesforce, Looker, Splunk

Technical Support Team Lead • PayPal | Remote • Apr–Jun/2022 *(contract)*

- Lead a team aiming to monitor PayPal APIs
- Manage the technical support team, organizing schedules and support routine
- Onboard, train, and create materials for newly-hired staff

Technical Support Analyst • PayPal | Sep/2021 – Apr/2022

- Evaluate API activity and integration, suggest solutions, and escalate partner and merchant’s API integration issues
- Generate daily reports for financial reconciliation
- Develop small scale automation software to speed up repetitive processes – Node.js, Puppeteer, SheetJS

Full Stack Web Developer • Freelance | 2021 – Present

- Create responsive websites to fit the need of any client. Stacks: HTML, CSS, JS, React, MERN, MySQL, OAuth 2.0

Private English Teacher • Freelance | 2018 – 2022

- Prepare and teach one-on-one classes to students from vastly different ages and backgrounds, always tailoring each lesson to fit each learner’s need

Translator • Freelance | 2018 – 2021

- Translate texts English-Portuguese for various ends: subtitles for videos, software interface, booklets, statements, etc.

Au Pair/Caretaker • InterExchange | Brooklyn/NY • 2013 – 2018

Help Desk/IT • INPE (National Institute for Space Research) | São José dos Campos, SP • 2011/2013

- Design and install computer labs, as well as maintain and upgrade existing ones
- Perform periodical updates and upgrades to maintain smooth working platforms keeping accurate records

IT Intern • FCCR (Cultural Foundation Cassiano Ricardo) | São José dos Campos, SP • 2008/2009

- Solve user-related and technological issues from wide personnel
- Instruct users’ operations, in-person and through phone calls
- Assemble, prepare, and install computers and networks

RELEVANT KNOWLEDGE

- **Fluency in:** English & Portuguese
- **Dev Stacks:** HTML, CSS, JavaScript, React, Next.js, Bootstrap, Tailwind, DaisyUI, Node.js, Express, MongoDB, MERN, MySQL, Sequelize, OAuth 2.0
- **Design & Creation:** Adobe: Illustrator, Premiere, Photoshop, InDesign, Figma, OBS

EDUCATION

B.S. Computer Engineering • expected 2026
Descomplica Educacional

Full Stack Web Development • 2021
Digital House • 100% scholarship of merit

A.A. Writing & Literature • 2018
Borough of Manhattan Community College
• 3.9 GPA | Out In Two scholarship of merit

Computer Technician • 2009
ECOMPO

COURSES AND CERTIFICATIONS

**JavaScript Evolution,
Full Stack Node + React**
Digital Innovation One • 104 hours

**Cloud Fundamentals,
Administration and Solution Architect**
FIAP • 80 hours

**Complete C# Unity
Game Developer 2D**
Udemy - GameDev.tv • 18.5 hours

JavaScript Game Developer
Digital Innovation One • 108 hours

DevOps & Agile Culture
FIAP • 60 hours

Responsive Web Design
freeCodeCamp • 300 hours