

EDUCATION

Software Engineering Technician 2020 - Present
Centennial College, Toronto, Ontario

Bachelor of Production Engineering 2017
Universidade do Vale do Rio dos Sinos, São Leopoldo, Brazil
(equivalent to a Bachelor of Industrial Engineering degree from an Ontario university)

Bachelor of Computer Science (unfinished 2 of 4 years) 2011
Universidade do Vale do Rio dos Sinos, São Leopoldo, Brazil

Information Technology Technician 2010
Colégio São Luís, São Leopoldo, Brazil

PROFESSIONAL EXPERIENCE

Administrative Manager and Sales 11/2018 - 09/2019
Pro Car, São Leopoldo, Brazil

- Sale of automotive products via e-commerce
- Purchase of raw materials for production of new products
- Billings and monthly sales control
- Customer service in person, by phone and email

Electrical Assembler 03/2017 - 10/2017
Engera Projetos e Consultoria, São Leopoldo, Brazil

- Commissioning and testing of equipment in private substations
- Projects and assembly of electrical panels for substations
- Purchase of materials for assembling electrical panels and commissioning services
- Inventory management and control

IT Service Desk Intern Analyst 07/2011 - 12/2011
Stefanini IT Solutions, São Leopoldo, Brazil

- Support to Gerdau company users by phone and via remote access

- Support for users to solve problems in the internal system and help in using various software
- Support troubleshooting with software such as CITRIX, MS Office, and SAP
- Registration of activity and communication of supported customers

IT Intern Technician

07/2010 - 12/2010

Sanchez Metalúrgica, São Leopoldo, Brazil

- Support for internal users
- Maintenance of hardware and networks
- Installation of software such as MS Office, AutoCAD, SolidWorks, and Windows

LANGUAGES

- Portuguese – Native
- English – Fluent
- Spanish – Intermediate