

## Jeferson Rodrigues

System Analyst, Support Analyst.

<b>About me</b>	I'm looking for challenges that allow me to improve my career, and that can contribute with the knowledge and experience acquired over the years. I am creative, dynamic, proactive, easy to communicate and committed to teamwork.		
<b>Professional Background</b>	Jul/2018 to present	Disys do Brasil	Curitiba - PR
	<u>Position:</u> Support Analyst Sr.		
	<u>Main responsibilities:</u> Allocated in the Boticário Group in São José dos Pinhais, I work with the communication technology migration team supporting the franchises. Technologies supported: Cisco Meraki, VMWare Air Watch, Big-IP, VSAT, ADSL and 4G. Asset management through Ivanti Landesk. Opening tickets on CA Service Desk. Coordination of tasks and demands for the team. <i>Own initiatives:</i> I Develop Excel VBA to control activities with integration with Trello, Outlook, Lan Desk, Cisco Meraki API and internal portal through API. Improvements interview checklist forms with VBA. Development of JavaScript app to search for information in Cisco Meraki from JSON and CSV file, search for information on Landesk from XML file. Development of NodeJS service to show status of analyst team working in progress. Development of C# desktop application to fix Windows 7 firewall rule.		
	Oct/2016–Mar/2018	Scopus Soluções em Tecnologia	Curitiba - PR
	<u>Position:</u> Development Analyst Sr.		
	<u>Main responsibilities:</u> Bradesco Seguradora Project: configuration and creation of IBM development environment manuals. Bugfix of WAS applications Java/JSF. Next Project: integration of BackEnd with the Android App FrontEnd, request for Endpoints with development team in Canada. Creation of content in Confluence PF Mobile Project: issues bugfix reported by Google Play. Portal Bradesco Project: creation and maintenance of web pages of the Bradesco portal. Meetings in São Paulo for meetings and alignment with managers and development team. Next Sustainment Project: triage of incidents reported by the test team. <i>Own initiatives:</i> Creation of C # application for quick proxy configuration, scripts on Windows, Linux and Mac OS platforms, to help in routine tasks. Creating spreadsheets in VBA to control activities and projects with graphic presentation.		
	Oct/2014–Oct/2016	HSBC Software Development Brasil	Curitiba - PR
	<u>Position:</u> Support Analyst Sr.		
	<u>Main responsibilities:</u> Application support HSBC systems, using BMC Control-M, IBM Rational Team Concert, WebSphere, IBM Lotus notes, HP ALM and CA software. Support for systems exclusively for HSBC International, providing support for users in Europe, Asia and the Americas. Daily meeting with team on India for hand over, monitoring supported applications and alerting systems, troubleshooting, debug and collect of applications logs, analysis, treatment and delivery to the dev team. Query and execute DML command on Oracle database, DB2, Sybase and MS SQL Server. Traffic analysis and process verification on Red Hat Microsoft and Linux servers. Execution of scripts for automation of tasks or execution of Jobs. Incident Management. Maintenance of the wiki knowledge base creating and update documentation. Remote access and recording of Webex sessions with user. System update and roll back. Crisis call with teams around the world for resolution system outages. Creation of scripts for automation tasks. <i>Own initiatives:</i> Creation of Excel VBA to perform the quick health check of servers.		

Academic Background	Postgraduate (suspended) Mobile device development Application.	PUC PR	Curitiba – PR (2016-Suspended)
	Graduation Finished System analysis and development.	Faculdades Opet	Curitiba – PR End Year: 2014
Language	English Course	You Move – English School	Curitiba – PR (End Year: 2015)
Other Activities	I Teach basic electronic, hardware and software development for teenager with no cost, as volunteer.		
Main Qualifications	Development of Web applications using Javascript and NodeJS Development of Desktop Applications using Java and C# dotNet. Development of mobile applications using Native Android and Cordova. Development of Windows (Batch, VB Script), Linux and Mac OS scripts. Development of Excel spreadsheets using VBA. Web Development using HTML5, CSS and BootStrap Queries on DataBase Oracle, MS SQL, DB2, MySQL e SQLite Windows 2008/2012 and Linux Red Hat Server support TCP/IP Network (DNS, DHCP, NAT, sub-networks) ITIL, SCRUM and Kanban.		
Trainings	Java, C#, ASP.Net, JavaScript, Responsive Web Design Android Mobile device development. SCRUM, SQL, Cloud Computing, Python, Node.js, Xamarin		
Achievements	1 <sup>st</sup> Hackathon Boticário / Microsoft – Developer member on Team winner of development of application of risk analysis using Machine Learning through web scraper of social media of independent sales force team.		
Personal Information	Marital state	Married	
	Birth of date	October, 16, 1.975	
Address	Age	42	
	City of birth	Curitiba, Pr	
	Drive License	AB	
	Relatives	1 daughter (21 years old)	
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