

Technical Consulting Engineer

Craft, implement, automate, and support Data Center solutions for Cisco customers. Specialize in LAN, SAN, and Virtualization, providing technical support and leading troubleshooting efforts for server virtualization issues. Helping customer excel on their environment.

Qualifications

Troubleshooting | Problem-Solving skills | Team Worker | Security | Java | IP Core Networks | CI/CD
Server Virtualization | GitHub and Git | Linux | Agile Methodologies | Python | Databases | Virtualization

Work Experience

Technical Consulting Engineer | Cisco Systems

March 2023 - Present

- Drive problem resolution for issues experienced in customer environments
- Diagnoses, troubleshoots and resolves incidents related to Cisco products, services or solutions
- Assists in documenting and resolving technical problems
- Maintaining accurate documentation in incident and knowledge management systems
- Effective communication with the customer and Cisco stakeholders on status and progress

Kotlin Developer | Summer Internship | ITSector

July 2022 - August 2022

- Work on African Bank Project
- Direct contact with clients and stakeholders
- Kotlin and Java Academy

Certifications

CCNA

- Network Fundamentals
- Network Access
- IP Connectivity
- IP Services
- Security Fundamentals
- Automation and Programmability

Devnet Associate

- Software Development and Design
- Understanding and Using APIs
- Cisco Platforms and Development
- Application Deployment and Security
- Infrastructure and Automation

Education

Bachelor in Telecommunications and Informatics Engineering | ISCTE

2020 - 2023

I hold a degree that ensures I am capable of tackling engineering challenges within Telecommunications and Informatics. By participating in various team projects, I have notably improved my soft skills and my technical skills on Networking, software Development, Security and Telecommunications

Soft Skills

Communication | Desire to learn | Proactive | Dedication | Adapt to learn | Team Player

Languages

Portuguese native speaker | English fluent speaker | Basic Spanish speaker