

João Victor de Oliveira

Application Support Analyst / Infrastructure Analyst

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Application Support Analyst and Infrastructure Analyst with over 5 years of experience managing complex systems and optimizing infrastructure for enhanced performance. Skilled in incident management, cloud management, and ticketing systems, ensuring efficient issue resolution within defined SLAs. Experienced in troubleshooting and resolving technical issues using PL/SQL, as well as establishing secure connections to Linux and Windows servers. Committed to delivering seamless system integration, robust user support, and continuous service improvement.

Employment history

Jun 2023 - Present

Care Worker

Danu Homecare at Dublin

- Provide compassionate home care services, ensuring client comfort and safety while maintaining detailed health records.
- Partner with families and medical professionals to deliver comprehensive care solutions evolving client needs.
- Providing companionship and active listening, fostering a trusting and supportive relationship with clients.
- Delivering exceptional personal care while respecting the individual's privacy and dignity.

Oct 2021 - Feb 2023

Infrastructure Analyst

Matera at São Paulo

- Deploy, maintain, and troubleshoot core company products, including software, associated servers, endpoints, and databases.
- Analyse Java, Tomcat and Oracle databases to help users organize and extract information from the logs.
- Provide API documentation, API samples testing and documentation of all processes and training as needed.
- Manage cloud-based applications and services using Amazon Web Services (AWS). Led infrastructure optimization projects, implemented automated monitoring systems, and managed cloud resources to enhance system reliability and performance.
- Analysed Java, Tomcat, and Oracle systems to resolve complex technical issues and extract valuable insights from system logs.

Jan 2020 - Oct 2021

Application Support Analyst

Senior Mega at Itu

- Analysis and Resolution of Problems of medium and high complexity in the ERP system.
- Traces Analysis. Led cross-functional support initiatives, implemented automated solutions, and enhanced system performance while maintaining service level agreements.
- Managed incident response procedures, conducted root cause analysis, and developed comprehensive documentation.
- Provided technical guidance to end-users, resolved escalated support tickets, and maintained strong relationships with stakeholders across departments.

Skills

Linux	Oracle Database
Amazon Cloud	Ticketing Systems
Incident Management	Automation Scripting
System Integration	Technical Writing
Data Analysis	Client Relations
Problem Solving	User Support
Troubleshooting	Cloud Management
User Experience	DevOps Practices
Agile Methodologies	Technical Support
Critical Thinking	

Education

Jan 2018 - Dec 2019

Tecnician - System Analysis & Development

Universidade Paulista at Sorocaba

Languages

English	Portuguese
Highly proficient	Native

Links

<u>LinkedIn</u>	<u>GitHub</u>
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