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Address
Porto Alegre - RS | Brazil

Academic Education

2024 - 2026
System Development and Analysis
Unisinos University

2011 - 2018
International Business
Unisinos University

Courses and Certifications

Jan/2025
Udemy
Customer Success for SaaS

Jan/2024
Discover - Rocketseat
Web programming fundamentals, HTML, CSS, Javascript, Git and Github

Jul/2023
Algorithms and Programming Logics
Udemy - 30,5h
Languages: C, C#, C++, Python and Java

Jul/2023
DevQuest - Dev em Dobro
Fullstack Development with monitoring and support - 80h frontend + 20h backend

Dec/2017
Speaking for Success Program
St. George International College - Toronto (Canada)

Aug/2010
Intensive English Summer School Program
Wesley College - Bristol (England)

Language

Portuguese - native
English - advanced

Julia Limp de Almeida

Support Engineer

Professional Resume

I am a tech enthusiast with a curious mindset, always eager to learn and grow. Throughout my career, I have consistently engaged with clients to understand their needs and deliver effective solutions.

I hold a degree in International Business and I am currently studying Systems Development and Analysis to deepen my technical expertise. With five years of experience in a logistics and transport company, I developed versatile skills across communication, problem-solving, and customer service.

Later, I opened my own café in Porto Alegre, where I served 50-100 customers daily. This experience sharpened my ability to connect with people, manage operations and adapt to customers preferences.

I joined HP in March 2024 as a Support Engineer, and it has been a rewarding experience that has allowed me to develop valuable technical skills, such as troubleshooting, API integration and process management, while collaborating with cross-functional teams to improve customer experiences.

Professional Experience

- ### HP | Support Engineer

March 2024 - Present

Software Engineering Support Intern - March/2024 to May/2024

Support Engineer 2 - May/2024 until present

 - Lead onboarding processes for HPID (Single Sign-On API) integrations, conducting partner meetings, demos and technical reviews.
 - Lead and participate in technical meetings with cross-functional teams to align on project goals with our SSO API.
 - Provide technical support for HPID and HP Developers Portal, troubleshooting complex issues and collaborating with other teams to enhance customer experience.
 - Developed expertise in API calls, process management and system troubleshooting.
- ### Entrepreneur | Café owner

Porto Alegre, Brazil | 2019-2023

 - Opened my own café, where I established and managed daily operations, serving 50-100 customers daily.
 - Enhanced customer satisfaction by identifying preferences and optimizing the service experience.
 - Developed key skills in operations management, customer engagement and time management.
- ### Kuehne + Nagel | Logistics and Transport company

Intern / Administrative Assistant / Transport Analyst

2013-2018

 - I began my career in 2013 as an intern in the tariff sector and then I was hired as an administrative assistant, where I had closer communication with internal customers.
 - In 2015, I took charge of the cargo insurance area and started being in contact with external customers, managing customer support during delicate situations, such as notifying clients about damaged cargo. This role required strong communication skills and empathy, along with problem-solving and the preparation of monthly reports.
 - As a Road Transport Analyst in Mercosur team, I was responsible for constant follow-up with customers about their shipment status, from the pickup arrangement to the final delivery.

Technical Skills

- API integration and troubleshooting
- SSO implementation and support
- Analyzing .har files for debugging
- Process management
- HTML, CSS, JavaScript, TypeScript, React, SQL

Soft Skills

- Problem-solving
- Fast Learning
- Communication
- Adaptability and flexibility
- Time Management
- Organization

Tools

- Hoppscotch
- Postman
- Jira
- ServiceNow
- Zendesk
- Kibana (server log analysis and troubleshooting)