

Larissa Caldeira da Silva

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Professional Profile

Detail-oriented and tech-savvy IT professional with a strong foundation in computer networks, customer support, and digital tools. Passionate about learning and contributing to improving digital platforms through content evaluation and analysis. Well-versed in Brazilian culture, media, and internet trends, with excellent analytical and communication skills.

Professional Objective

To obtain a part-time opportunity as a **Personalized Internet Assessor**, where I can contribute to enhancing search engine quality by providing insightful feedback on online content. I aim to grow in the field of AI and digital evaluation while applying my technical knowledge and cultural awareness.

Education

Postgraduate Certificate in IT Management

UNINTER Centro Universitário Internacional | Aug 2024 – Mar 2025 (*in progress*)

Associate Degree in Computer Networks

Fatec Bauru – São Paulo State University of Technology | Aug 2016 – Dec 2019

Professional Experience

IT Assistant

Nutrisaúde Alimentação e Serviços | Aug 2022 – May 2025

- Provided IT support and troubleshooting to internal users.
- Managed Google Workspace accounts and email configurations.
- Conducted basic hardware maintenance and software updates.
- Supported documentation and organization of digital records.

Call Center Operator

Paschoalotto | Jan 2021 – Aug 2022

- Delivered customer support through telephone and online channels.
- Managed incoming inquiries with accuracy and efficiency.
- Demonstrated active listening and problem-solving skills.

IT Intern

Unimed Bauru | Jun 2019 – Dec 2019

- Provided basic tech support and equipment setup.
- Assisted in routine maintenance of desktops and networks.
- Supported end-users with software troubleshooting.

Courses

- **Python for Beginners** – Udemy

Skills

- Google Workspace
- Microsoft Office & Excel
- Web navigation and search engine usage
- Technical support (remote and in-person)
- Content evaluation and attention to detail
- Documentation and digital organization
- Familiarity with Brazilian media and internet culture
- Active use of Gmail, Google, and social media platforms