

Livia Lima

Technical Support Engineer

Sao Paulo, SP, Brazil (willing to relocate)

livialima.net

bio.link/livialima

<https://calendly.com/livialima>

ACHIEVEMENTS

Maintains the Linux Upskill Challenge as a free and accessible hands-on Linux course.

Transitioned the scope of Voice support to integrate to the Network team. I worked closely with stakeholders to deploy the process and structured training.

Increased to 35% the rate of Cisco certified analysts in the technical staff. Entry level candidates that get in are then trained in the framework I developed.

Saved 50k USD to client (a major US bank) by applying proper governance to their inventory of network circuits and telephone lines.

Created a static website on AWS from scratch as a personal project.

EXPERIENCE

JIRA Support Engineer - Atlassian (e-Core) - Remote, Brazil

OCT 2021 - current

Support Atlassian JIRA products (Jira Software, Jira Service Desk and Jira Core) for Brazil, Latin America and North America clients.

ISILON Support Engineer - Dell Technologies - Remote, Brazil

JAN 2021 - SEP 2021

Supported ISILON (Dell PowerScale) products for Brazil and Latin America clients.

Sabbatical Career Break - Greater Sao Paulo area, SP, Brazil

DEC 2019 - DEC 2020

Career break; dusted off some old skills and acquired a range of new ones. Started compiling notes of 10 years of experience and new experiments at livialima.net
Took part in and became the official maintainer for the [Linux Upskill Challenge](https://linuxupskillchallenge.com)

Change Management Coordinator - IBM - Hortolandia, SP, Brazil

OCT 2018 - NOV 2019

Coordinated the governance for many clients in Banking, Finance and Industrial Products. Modernized the process with Agile practices. Worked with different technical teams towards a smooth delivery.

Technical Training Coordinator - IBM - Hortolandia, SP, Brazil

JAN 2017 - SEP 2018

Improved the staff technical knowledge to meet delivery demands. Implemented classroom courses, new technical material, skill assessment and coaching.

Network Support Analyst - IBM - Hortolandia, SP, Brazil

SEP 2009 - DEC 2016

Managed incidents of complex network issues. Created performance analysis and triage of eligible circuit upgrades. Coordinated infrastructure installations.

SKILLS

→ Communication:

- Comfortable talking to technical and non-technical staff, customers and businesses

→ Unstructured Data Storage

- Dell Certified Specialist: PowerScale Platform Engineer

→ Network

- Juniper Certified Associate (JNCIA-Junos)
- Dell Certified Associate: Networking
- Install, configure and support
- Troubleshoot data, voice and video
- Experienced in Cisco and Dell products
- Experienced in wireless and cellular 4G/5G solutions

→ Linux, shell scripting & Git

- Linux Foundation Certified IT Associate (LFCA)

→ Cloud & AWS products

- AWS Certified Cloud Practitioner

→ Technical Training:

- [LinuxUpskillChallenge](https://linuxupskillchallenge.com) maintainer
- Course instruction
- On-the-job coaching
- Individual mentoring

→ Technical Writing:

- Wrote and maintained 200+ technical articles

→ IT Delivery & Governance

- Drive changes and incidents
- Change advisory boards (CABs)
- Vendor management; experienced with telecom

LANGUAGES

- English (fluent): IELTS 8.0
- Spanish (intermediate)
- Portuguese (native)