

MARCELO AZEVEDO

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PERSONAL STATEMENT

Working with infrastructure and end-user technical support since 2014, which helped me a lot to develop my soft skills with intense experience solving incidents using ITIL and Agile principles. Impassioned by technology that loves to apply knowledge to solve problems.

WORK EXPERIENCE

IT Support and Infrastructure Analyst

At [World Fuel Services](#)

January 2017 - Present

IT Analyst in a global service desk model; managing a backlog of issues and requests balancing project work (Jira) alongside day-to-day support.

- I've been working with other IT teams geographically distributed, providing analysis, troubleshooting, maintenance and repair of computer systems and software for effective operation.
- I had the opportunity to be part of the challenge of bringing agile methodology to the company's infrastructure and support environment. Worked as an iteration leader conducting the Scrum ceremonies like sprint planning, retrospective and daily meetings, helping the other squad members to resolve any blockers found in the incidents queue. It was a rotation role to help the team to acquire new skills and knowledge as a squad leader
- I worked on the ERP migration project to Oracle R12 helping external consultants and users to have test, QA, development and production environments ready to use with java client
- Employee of the Year 2019. Won the first place among all employees in WFS Brazil branch

IT Technical Support

At [Harsco](#)

December 2014 - December 2016

IT Technical support responsible for maintenance and asset control of workstations, mobile devices and printers.

- Helped the company to take care of IT infrastructure, Level 1 and Level 2 tickets for Brazil headquarter and remote offices solving incidents using ITIL fundamentals. Improving team metrics and SLAs for critical incidents

EDUCATION

Bachelor of Computer Science

[Unicarioca \(Centro Universitário Carioca\)](#)

June 2013- June 2020

Business Administration

[CEFET-RJ](#)

June 2007- June 2009

CERTIFICATIONS

AWS Certified Cloud Practitioner

[Amazon Web Services \(AWS\)](#)

Scrum Foundation Professional

[CertiProof](#)

COURSES

Web Moderno Completo com JavaScript 2021

[Cod3r](#)

Fev. 2021- present

Discover

[Rocketseat](#)

Fev - 2021

SKILLS

Idioms

Portuguese - native | English - Advanced | Spanish - basic

Professional

Javascript, Amazon Web Services