



## Marcus Vinicius dos Santos Monteiro

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### About me:

An assiduous, polyvalent person and a taste for teamwork.

## WORK EXPERIENCE

SEP 2022 – MAR 2023 Águeda, Portugal

### HELPDESK VENEPORTE EXHAUST SYSTEMS

Description about some work activities:

1. Maintenance, instalation and updates of operational systems and equipaments in general;
2. Customer service and solve questions about users doubt.
3. Troubleshooting, analysis and computer problems solving.
4. Management and computer equipaments work optimization.

8 MAR 2021 – 17 DEC 2021 Manaus, Brazil

### FRONT-END WEB DEVELOPER CMD CONSULTORIA

Worked with HTML, CSS, JavaScript, ReactJS technologies for an academic project of CMD Consultoria company in partnership with my university, as part of my Supervised Internship.

JAN 2018 – DEC 2020 Manaus, Brazil

### HELPDESK / IT TECHNICIAN INFOSYSTEM

Description about some work activities:

1. Maintenance and formatting of desktops and notebooks.
2. Installation, configuration, and software updates.
3. Opening and closing incidents.
4. Testing systems to check for any slowness or failures.
5. Customer service and support.
6. Ticket management (LiveAgent and AzureDesk).
7. Remote support via TeamViewer and AnyDesk.

## EDUCATION AND TRAINING

22 FEB 2018 – 17 DEC 2021 Manaus, Brazil

### BACHELOR DEGREE IN COMPUTER SCIENCE Centro Universitário do Norte - UNINORTE

**Address** Rua Huascar Figueiredo, Centro, Manaus, Brazil | **Website** <https://www.uninorte.com.br/> |

**Field of study** Information and Communication Technologies

**Address** Manaus, Brazil

FEB 2014 – DEC 2016 Manaus, Brazil  
**BASIC AND ADVANCED COMPUTER COURSE** Infosystem

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**Address** Manaus, Brazil

## ● LANGUAGE SKILLS

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Mother tongue(s): **PORTUGUESE**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
<b>ENGLISH</b>	B2	B1	B1	B1	B2
<b>SPANISH</b>	A1	A1	A1	A1	A1

*Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user*

## ● ADDITIONAL INFORMATION

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### KNOWLEDGE

#### Programming language

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- Python (in progress)
- C (basic notion)
- JavaScript

#### ReactJS

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#### Bootstrap

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#### Microsoft Office

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- Word
- Excel
- PowerPoint
- E etc.

#### Operation Systems

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- Windows 7/8/10/11
- Linux (Ubuntu)

#### Mobile system formatting and configuration (Android / iOS)

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#### GitHub

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#### Figma

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For ideas about UI and UX design.

#### SCRUM Agile methodology

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#### Active Directory

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#### Ticket Management

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1. LiveAgent

2. AzureDesk

## **TCP/IP Network**

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## **Video and Photo edition**

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- Adobe Photoshop
- Adobe Illustrator
- Adobe Premiere Pro

## **CERTIFICATE**

1 SEP 2021 – 16 DEC 2021

### **Software Factory Extension Project**

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Worked, as a volunteer instructor monitor, in the SOFTWARE FACTORY EXTENSION PROJECT, with a workload of 60 hours, carried out by UNINORTE UNIVERSITY, from September 1, 2021 to 16 December 2021, in the city of Manaus/Amazonas.

**Link** <https://drive.google.com/file/d/1aTh2YflKb89jYz89-jbxNyzpmsJoFO0Y/view?usp=sharing>

24 JUN 2021

### **Emerging Technologies in Engineering**

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**Link** [https://drive.google.com/file/d/1GevakVASYIMYgLf-jUcWVwK-w\\_SpHKRj-/view?usp=sharing](https://drive.google.com/file/d/1GevakVASYIMYgLf-jUcWVwK-w_SpHKRj-/view?usp=sharing)

26 JAN 2021

### **Introduction to Web Development**

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**Link** [https://drive.google.com/file/d/1z4viGmGfiWGO6XuQXv8\\_9XmIfu4jBDzc/view?usp=sharing](https://drive.google.com/file/d/1z4viGmGfiWGO6XuQXv8_9XmIfu4jBDzc/view?usp=sharing)

1 JUN 2019

### **Software Engineering Support Class**

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**Link** <https://drive.google.com/file/d/10XcD-I563c7zOctcl7WAAwGYIhW3mT0/view?usp=sharing>

29 APR 2019

### **Startup and Entrepreneurship**

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**Link** <https://drive.google.com/file/d/10WFvdsZnth6n-QdEyG3ly1ZdIHTnhAs0/view?usp=sharing>

2 APR 2021

### **Data Mining Seminar**

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**Link** <https://drive.google.com/file/d/132u6TYbfXnViCxbjx2aTDAY7-sMkCNxM/view?usp=sharing>