

MARLON JOSÉ DA VEIGA SANTOS

Unmarried

Born at 04/28/1988 in São Paulo, Brazil

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Blog: <https://bemcodar.wordpress.com>

Objective Overview

Acting in the I. T. area as a programmer or support technician.

Technical Skills

- Experience in customer service and customer success.
- Good practices for KPI's improvements (like TMA and support SLA)
- Knowledge in Windows, Linux and OSX, with experience in support for these systems.
- Office suite. E-mail configuration, dashboards, presentations and technical manuals.
- Android Configuration.
- Languages: Java, Java script, PHP, SQL, Python, VBA.
- Websites creation with HTML, CSS, Vue, Laravel and cloud technologies.
- Git, Github, Jupyter notebooks, Visual Studio Code and other development platforms.

Personal skills / languages

Local and remote end user support. Preparation of manuals in Portuguese and English.

Printers maintenance, preparation of rooms for technical presentations.

English intermediate: advanced reading and writing and basic conversation. Considered proficient by the Paula Sousa Center. Team spirit, sense of urgency, self-taught.

I intend to become a reference in the area of technology.

My hobbies are: karaoke, emulators, reading and walking.

Education

FATEC Zona Sul

- Analysis and Systems Development – 2017 – (unfinished)

E. E. México

- High School 2006-2008

Work experience

Answerdesk Microsoft - Teleperformance - R\$ 1.600,00 – 08/2015 to 08/2018

- Official Microsoft support in Brazil for home users. Dominate the Windows and Office environment in their versions from Office 2007 and Windows 7.

I.T. and infrastructure jr analyst - Nec - R\$ 1.300,00 – 02/2014 to 11/2014

- Responsible for IT support and direct telephony. Asset relocation and cabling. Answering calls with SLA.

Electronic technician Jr. - ADT Security Services - R\$ 700,00 - 03/2009 a 02/2011

- Installation of residential and commercial security systems. Execution of infrastructure works and training. Acting and contact with clients in situations of fragility due to thefts.

Note: I have more performances, but I emphasize the ones that got the most learning.

