

# CARLOS FELIPE S. M.



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Uberlândia, MG



[LinkedIn](#)



[Github](#)

## EDUCATION

### UniAmérica Descomplica

2023 – Dec 2026

Bachelor of Computer Science

GPA: 9.9/10

Algorithms, Data Structures, Applied Mathematics, OOP, Software Design, Extreme Programming, Cloud Computing, Applied Artificial Intelligence, Information Security

### HarvardX

Dec 2024

Introduction to Computer Science (CS50x)

Topics: C, Arrays, Algorithms, Memory, Data Structures, Python, Artificial Intelligence, SQL, HTML, CSS, JavaScript, Flask, Cybersecurity

## EXPERIENCE

### Positivo S+

2024 – 2025 | Remote

Support Analyst II

- Provide remote technical support to users, diagnosing and resolving software issues, including slowness, crashes, and errors.
- Guide clients through technical solutions, ensuring prompt issue resolution.
- Manage and resolve matters related to data security and system access.
- Monitor and ensure smooth system operations, minimizing user interruptions.

### Callink

2021 – 2023 | Remote

Bilingual Customer Service Representative – Chima Steakhouse USA

- Managed reservations and provided post-sales support for five Chima Steakhouse locations on the U.S. East Coast.
- Assisted customers via phone and chat in English while working remotely from Brazil.
- Provided detailed restaurant information and resolved customer inquiries and complaints, including direct coordination with restaurant managers.

## ADDITIONAL INFORMATION

[LINKTREE](#)