

Contact

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(LinkedIn)

Top Skills

Active Directory
Windows
Linux

Languages

English (Native or Bilingual)
Portuguese (Native or Bilingual)
Spanish (Full Professional)

Certifications

Java for beginners
Digital marketing
Desktop support level 1 & 2
Troubleshooting
IT Specialist fundamentals
Front end Web Developer
Fundamentals



C. Pedro B Zenha Gomes

Computer Technician working in IT Support
District Brno-City, Czech Republic

Summary

I am a fast Learner and i love technology since my early ages.
My Language skills are English/ Portuguese/ Spanish/ French(Basic)

Personal Skills :

- I am keen on adopting new knowledge
- Organized Person
- Be able to use Creativity
- My years in Hospitality gave me People Skills , easy talk ,persuade ,negotiate and explain things to people .

Tech skills :

Windows 98/xp/7/10
Linux
Mac OSX
Windows server 2003 / 2012
Office 2003/2007/2010/2012/ 365
GSuite
Troubleshooting L1 & L2
OSX Lion mac/Maverick / IOS iphone/ipad
Photoshop
Active Directory
VDI VWare
Citrix
Proxy's
Oracle virtual box
Ftp's
Adaxes
Active directory
Android ios
Routers Admin
Antivirus / Spyware
Desktop/lap hardware Assembly/Disassembly

TCp/IP
-Static ip /dns

Digital Marketing
Front end developer (html, Css, Java script)
Visual Basic develop (Basic)
Java (Basic)
C# (Basic)
Script ms dos/batch
Capacity to Read and understand software Develop
codes

Experience

Infosys
IT Support / Desktop Support
May 2019 - Present
Distrito de Brno, República Tcheca

IT support in English/Spanish/Portuguese Level 1 & 2 and
On Site support internal with Infosys .
dealing with software issues and active directory , Skype for business ,using
remote desktop to enter client Computers and fix the issues & troubleshooting,
install software ,get licences , setup programs ,
Vmware work on the VDI ,remote Desktops , active directory to reset
accounts unlock updates on profiles ,setup up local computers,install windows
os,linux,printers etc.
Dispatch tickets for other team members and translate when necessary,
provide access to the links /groups/folders/edit permissions using windows
server.

Platinum Recruitment Consultancy (The Hospitality Specialists)
Night auditor / Night Manager
April 2018 - February 2019 (11 months)
London, Londres, Reino Unido

Costumer Advisor
Check in / Out
Answer Phone /Emails
Duty Manager Duties
Opera Pms financial

Hand Picked Hotels
Night Auditor /Duty Manager
April 2016 - March 2018 (2 years)
Guernsey

Costumer Advisor
Check in / Out
Answer Phone /Emails
Duty Manager Duties
Opera Pms financial
Excel

Ryanair
Cabin crew
November 2013 - June 2015 (1 year 8 months)
Shannon and Marseille
Deal with the Safe and security of the passengers
Serving Meals on Board
Sales on Board
Check the tickets on the entrance of the Aircraft

Optimus Telecom,Portugal
Customer Support Representative
September 2012 - September 2013 (1 year 1 month)
Porto
Customer Service general on Optimus internet
Tickets
email
password reset

Education

Universidade Aberta
Computer Engineering, Ciências da Computação e Informática · (2012 - 2013)

ISESP
Hospitality BA, Gestão Hoteleira · (2009 - 2011)

ESPE Professional school

High School, Computer Technician · (2000 - 2001)