

# Francisco Pinto

Software Engineer | Support Escalation Engineer



## Education

- Porto, Portugal **ISLA Gaia** Sep 2016 - Jun 2019  
**Instituto Politécnico de Gestão e Tecnologia**
- **Graduation:** Bachelor degree
  - **Course Name:** Engineering of Systems and Multimedia
  - **Additional Details:** The dynamics of the labor market in the area of Information and Communication Technologies which includes Multimedia systems require training that is focused on practice, flexibility and versatility. The goal of this course is to prepare expert technical staff in the development of multimedia systems in an integrated way for the various platforms that respond to the labor market's needs in the different areas.
- Porto, Portugal **Cisco Networking Academy** Sep 2016 - Jun 2019  
**ISLA Gaia | Instituto Politécnico de Gestão e Tecnologia**
- **Course Name:** CCNA Routing and Switching: Introduction to Networks I & II
  - **Additional Details:** CCNA Routing and Switching certification not only provides the knowledge of foundational technologies, but ensure to stay relevant with the skill sets needed for the adoption of next generation.

## Corporate Experience

- Lisbon, Portugal **Microsoft** Aug 2021 - Now
- **Support Escalation Engineer | Skype & Microsoft Teams**  
Investigate, solve complex and critical technical behaviors escalated to the expert level product or service knowledge.  
Use sophisticated troubleshooting tools, review application and services source code collaborating directly with Microsoft Product Engineering Owners in order to help correct or clarify unknown behaviors.  
Help and mentor Front Line Support Engineers on their daily work with technical and non-technical boundaries they may encounter.  
Nov 2019 - Aug 2021
  - **Support Engineer | Skype & Microsoft Teams - Developer**  
Mentor and deliver technical presentations internally and supporting customers in the Dev area, all related to the Microsoft Teams product.  
Help our customers growing their business by delivering value collaboratively solving complex behaviors providing proactive support advice.  
Act as a customer advocate empowering customers on how to gain additional value from their Microsoft products.  
Document technical work performed and research to help my colleagues, improve the product, and improve the support experience.
- Porto, Portugal **Sonae** Aug 2017 - Nov 2019
- **IT Project Management Technician | Software Development**  
Designed, Developed and Implemented Applications using C# / ASP.Net for the Back End and Javascript / TypeScript with Angular, JQuery and React for the Front End. Entity Framework was also crucial for the services development connected to the Databases mostly deployed in SQL Server. Developed Robots for process automations "RPA" using UiPath also connected to SQL Server Integration Services (SSIS) in order to create and export critical business reports. Along with feature work, simultaneously fixed bugs and wrote UI tests to improve application reliability. Collaborate with a cross-functional team to monitor system performance and troubleshoot issues on Windows Server 2008, 2012 and 2016.
- Lisbon, Portugal **Press Forum, Comunicação Social, S.A.** Sep 2013 - Aug 2017
- **Animator, Monitor**  
Announcement of the company and its products to the schools and students of the secondary education. Responsible for a group of secondary school students in a holiday camp in Lisbon.
- Porto, Portugal **Groz-Beckert** Jul 2014 - Aug 2014
- **IT Internship**  
Configuration of video surveillance cameras connected to the Network. Preparation of computers among the company policies and security needs.  
Network configurations and structured cabling.

## Skills & Hobbies

### Software:

Python | Java | C++  
ASP.Net | C#  
HTML/CSS | JavaScript | React  
SQL | PL/SQL | KQL



Git | Azure DevOps  
Microsoft Teams  
Adobe Photoshop | Illustrator  
UI Path (RPA)



### Languages:

Portuguese (pt-PT)  
English  
Spanish



### Hobbies:

Read | Music  
Study | Coding  
Cooking | Travel  
Workout | Meditation

