



Paulo Francisco Pinto
Software Developer | Support Engineer

CONTACTS

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SKILLS

VB / C# / ASP.NET	●●●●●●●●
Python / Swift	●●●●●●●●
SQL Server, Oracle	●●●●●●●●
HTML, CSS & JS	●●●●●●●●
CISCO Technology	●●●●●●●●
●●●●●●●●	Microsoft Teams
●●●●●●●●	Ui Path (RPA)
●●●●●●●●	Windows Server
●●●●●●●●	Photoshop / Illustrator

LANGUAGES

English	●●●●●●●●
Spanish	●●●●●●●●
Portuguese	●●●●●●●●

HOBBIES

- 🎵 Music
- ✍️ Study
- 📖 Read
- ✈️ Traveling

About Me

Hi, my name is Paulo Francisco Pinto and I have a really good capability for troubleshooting not just in professional but also in real life. I am a Support Engineer Skype & Microsoft Teams at Microsoft. I studied in Systems and Multimedia at the Polytechnic Institute of Management and Technology, ISLA Gaia

I drink a lot of coffee as a true IT professional.

Professional Experience

Nov19 - Now

Support Engineer - Skype & Microsoft Teams Microsoft

- Scope a customer's issue by collecting the relevant facts and investigate the problem by doing own research and involving other teams as needed.
- Consult and collaborate immediate peers or colleagues around the world and with management and engineering to resolve complex issues.
- Act internally as a customer advocate.
- Empower customers to find information, self-solve when they decide to, and learn more about Microsoft products, services and support.
- Advise 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.
- Maintain a proactive approach to customer happiness, identifying customer satisfaction concerns and managing customer expectations.

Aug17 - Out19

IT Project Management Technician Sonae MC Service Centre II

- Monitoring system performance and troubleshooting issues on Windows Server 2008, 2012 and 2016.
- Respond to service incidents within the times specified in any Service Level Agreement (SLA).
- Develop Robots for process automations "RPA" using UiPath platform and Web and Desktop applications in C# / ASP.NET languages, connected to SQL Server to promote continuous improvement of the intranet platforms.
- Create reports and documentation (ETL) using SQL Server Integration Services (SSIS) and SQL Server Reporting Services (SSRS) according to the users request.

Sep13 - Aug17

Animator / Monitor Forum Estudante

- 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 accomplished in Lisbon.

Sep15 - Mar17

Administrative / Receptionist Clínica Dentária D'avenida

- Control access to the clinic and take care of customers and suppliers.
- Receive and distribute mail / e-mail.
- Billing on several online insurance platforms and at the internal system.
- Receive and reply calls from customers and suppliers.

Jul14 - Aug14

IT Internship Groz-Beckert Portuguesa, Lda

- Preparation of computers.
- Configuration of video surveillance cameras.
- Computer network configurations and structured cabling.

Certificates

Sep17 - Jul18

CCNA Routing and Switching: Introduction to Networks I & II Cisco Networking Academy (Polytechnic Institute of Management and Technology)

CCNA Routing and Switching certification not only provides the knowledge of foundational technologies, but ensure to stay relevant with skill sets needed for the adoption of next generation technologies.

Education

Sep16 - Jul19

Systems and Multimedia Polytechnic Institute of Management and Technology

Bachelor Systems and Multimedia.
The dynamics of the labor market in the area of Information and Communication Technologies (ICT) which include 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.

</ IT Professional >