



## Paulo Francisco Pinto IT Professional

### CONTACTS

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### SKILLS

VB / C# / ASP.NET	●●●●●●
Python / Swift	●●●●●●
SQL Server, Oracle	●●●●●●
HTML, CSS & JS	●●●●●●
CISCO Technology	●●●●●●
SSIS (ETL)	●●●●●●
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 an IT Project Management Technician at Sonae's company and I'm in the last year of my graduation of 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

- Aug17 - Now 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 - Mar14 Administrative / Receptionist**  
Clinica 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
- Configuration of video surveillance cameras.  
Preparation of computers.  
Computer network configurations and structured cabling.

### Certificates

- Sep17 - Jan18 CCNA Routing and Switching: Introduction to Networks I & II**  
Cisco Networking Academy
- 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 - Jun19 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.

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