Francisco Pinto
Support Escalation Engineer | Software Dev.

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Skills
C++ / C# / ASP.NET   ●●●●○
JavaScript / TypeScript   ●●●●○
Python   ●●●○○
SQL Server   ●●●●●
Azure DevOps   ●●●○○

●●●○○   Azure App Service
●●●●●   M365 Tech
●●●●○   Microsoft Teams
●●●●○   UI Path (RPA)
●●●●○   Adobe Illustrator & Photoshop

Languages
Portuguese   ●●●●●●
English   ●●●●●○
Spanish   ●●●○○

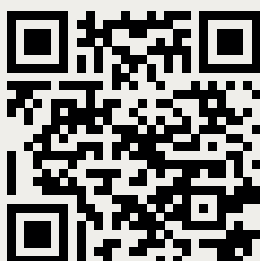## Hobbies
Music   Workout
Study   Meditate
Read   Cooking
Travel   Learn / Code

Experience

Microsoft
Full-Time · Nov 2019 - Present

Support Escalation Engineer - Skype & Microsoft Teams
Aug 2021 - Present

Investigating and resolving critical technical issues at an expert level. Using advanced troubleshooting tools, I review source code, collaborating directly with Microsoft Product Engineering Owners. Beyond my core role, I approve escalations to the Product Group, mentor in the SEE Academy, and provide Level 2 support to Strategic Partners.

Globally, I collaborate internally, assist other SE & SEE(s), and engage with Product Group Teams in navigating complex technical discussions. My unwavering commitment to professional development includes continuous training in Development, Software Engineering, and DevOps.

As a crucial member of Microsoft's internal testing team, I offer vital feedback on CoPilot versions before deployment, ensuring top-quality and reliable releases.

Support Engineer - Skype, Microsoft Teams & Teams Developer
Nov 2019 - Aug 2021

Focused on EMEA's Premiere Line customers, I tackled complex Microsoft Teams issues. Instrumental in debugging and deploying custom apps and bots, I closely collaborated with the Product Development Engineering Team. My role involved proposing solutions and correcting code-based bugs in C#, ASP.NET, and C++. Beyond my core duties, I contributed to side projects, offering mentorship and impactful technical presentations, enhancing overall support experiences.

Sonae
Full-Time · Aug 2017 - Nov 2019

IT Project Management Technician - Software Development

Designed, developed, and implemented applications. Utilizing C# / ASP.Net for the Back End and Javascript/TypeScript with Angular, JQuery, and React for the Front End, I employed Entity Framework for services development connected to SQL Server databases.

Developed Robots for process automations "RPA" using UiPath also integrated with SQL Server Integration Services (SSIS) for generating critical business reports. I played a key role in bug fixing, implemented UI tests for application reliability, and collaborated with a cross-functional team to monitor system performance in Windows Server On-Prem and Azure Hybrid Environments

Press Forum, Comunicação Social, S.A.
Part-Time · 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.

Groz-Beckert
Full-Time · 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.

Education

ISLA - Instituto Politécnico de Gestão e Tecnologia
Bachelor degree, Engenharia de Sistemas e Multimédia · Sep 2016 - Jun 2019

Converging Software Engineering and Systems with Multimedia Design & Marketing, this course enabled me to evolve into a proficient engineer. Focused on practical applications, adaptability, and versatility, I honed my skills to develop integrated multimedia systems for diverse platforms. Equipped with this knowledge, I am poised to address the dynamic challenges of the engineering landscape.

Cisco Networking Academy (ISLA - Instituto Politécnico de Gestão e Tecnologia)
CCNA Routing and Switching: Introduction to Networks I & II

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.