

# Rafael Sales

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Motivated professional with expertise in Systems Administration, Project Management, and Technical Troubleshooting. A communicative problem solver who thrives in fast-paced environments and is driven by innovation and continuous improvement. Outside of work, I enjoy traveling, sports, and relaxing with films and documentaries.

## TOOLS AND TECHNOLOGIES:

**Software Development:** Java, Python, C.

**Web Development & Frameworks:** HTML, CSS, JavaScript, Node.js, React.js, PHP.

**Cloud & Virtualization:** Microsoft Azure, AWS, Cloud Development, Systems Administration, Linux Virtualization, Oracle VM.

**Cybersecurity & Networking:** Cisco, CompTIA Security+, Network Management, Security Compliance.

**Project Management:** Agile Development, System Management, Operation and Control Maintenance Management.

**Database Management:** SAP Databases, MySQL, PostgreSQL, MongoDB.

**Additional Tools:** AutoCAD, MS Office, Google Workspace, Git, GitHub.

## SOFT SKILLS:

Time management and multitasking abilities | Strong interpersonal and collaboration skills | Analytical problem-solving mindset | Self-motivated and committed to continuous learning.

## WORK EXPERIENCE:

### Support Engineer at Stone Co. - Brazil | April 2019 – January 2022

- Provided technical support for financial software and devices, reducing downtime and optimizing client operations.
- Diagnosed and repaired equipment issues, ensuring peak performance through software installations and calibrations.
- Provided exceptional customer support, produced technical reports, prepared quotes, and collaborated with supply chain teams to reduce inventory shortages by 12%.

### Mechanical Engineer (Intern) at VLI Logistics - Brazil | October 2016 - February 2018

- Diagnosed machine failures, reducing downtime by 15% and boosting efficiency by 10%, with a focus on quality & safety.
- Streamlined tool management using KAIZEN, improving maintenance cycles and productivity by 10%.
- Created technical drawings and BOMs while optimizing processes with MAXIMO, BIM, and SAP.

### Duty Manager at Tesco - Ireland | January 2023 – Current

- Managed daily cash flow, sales, inventory, and safety compliance, while reducing wait times and preventing shortages.
- Boosted store performance from 4th to 2nd citywide by enhancing product presentation, cleanliness, and task delegation.

### General Operator at Musgrave - Ireland | March 2022 – December 2023

- Ensuring proper date rotation of all products daily, dramatically boosting inventory accuracy for distribution by 98%, thereby ensuring peak operational efficiency and product quality.
- Maintaining accurate inventory records and organizing products with proper labelling, resulting in a 15% reduction in stocking errors.

### Environmental Technician at Exata Projetos - Brazil | February 2013 - March

- Designed sustainable solutions, including impact assessments and technical drawings, improving documentation accuracy by 98% and ensuring compliance with environmental and safety standards.
- Led projects focused on alternative energy, urban mobility, and eco-friendly construction, reducing environmental impact and promoting sustainability.

## EDUCATION

- HDip in Computer Science at CCT College - Dublin, Ireland | [Postgraduate HDip in Science in Computing \(Full Time\) - CCT College Dublin](#)
- Bs (Hons) Mechanical Engineering ( NFAQ level 8) at Multivix – Vitoria, Brazil.  
Grade: 1 ST Class Honors - Member of the Society of Engineers – CREA/ES

## LANGUAGE:

English (Fluent), Portuguese (Native), Spanish (Basic).

## MEMBERSHIPS/CPD:

Codu – The Web Developer Community – Dublin / Ireland – and DevOps & Platform Engineering – Dublin / Ireland.