Rodrigo Alves Corrêa de Freitas

Nacionalidade: Brasileira   **Data de nascimento:** 12/02/1989

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SOBRE MIM

⬚ Technical Support and Development Professional with 12 years of experience, ranging from initial customer service to technical leadership, specializing in SQL Server databases and development.

⬚ Graduated in Analysis and Systems Development from Anhanguera University - Uniderp, with a specialization in Data Engineering and Database Administration.

⬚ Key Skills:

⬚ Experience in Zendesk and JIRA Systems Administration, providing efficient technical support and issue resolution.
⬚ Proficiency in SQL Server, MySQL, and Oracle Databases, with advanced skills in queries, administration, and database maintenance.
⬚ Expertise in T-SQL and PL/SQL, ensuring data optimization and integrity in complex environments.
⬚ Practical experience in development using C#, Javascript, and NodeJS (Express, Sequelize), contributing to robust and high-performance solutions.
⬚ Specialized in configuring and supporting Windows systems (10, 11) and Windows Server (2012, 2016, 2019), ensuring stability and security in operations.

EXPERIÊNCIA PROFISSIONAL

T-SQL Developer

Bettertech Software [08/11/2021 – Atual]

Cidade: Coimbra | **País:** Portugal

- Development functions and procedures in T-SQL language;
- Query analysis and optimization to improve the performance of SQL Server databases
- Performance optimizations (tuning) of the already implemented functions, looking for opportunities to improve the code considering the large amount of data using the best practices of the T-SQL language.
- Identify bottlenecks and bugs, devise solutions to overcome the challenges.
- Designs of new implementations and solutions for the application using the ArchiMate tool

Developer

MyCloud Software [04/10/2020 – 05/11/2021]

Cidade: Rio de Janeiro | **País:** Brasil

Providing support to Gestech platform in solving incidents and fixing problems related to system structure. Administration of the NDS eDirectory platform and support for issues related to availability.

Construction of database table structure, creation of stored procedures, creation of functions using Transact-SQL as development language.
Creation of procedures and queries to assist in support.
Assist the support team in creating database queries and problem analysis.
Identification of queries that degrade the database and optimize them for better performance in the results of operations.

Analista de Suporte Sênior/ Líder Técnico
INGRESSO.COM LTDA [01/07/2017 – 01/02/2020]

Cidade: Rio de Janeiro | **País:** Brasil

• Acting as a senior analyst, he was the team's focal point in solving problems and implementing system improvements, being responsible for the following attributions:

- Implement and maintain Microsoft SQL SERVER databases in the test, approval and production environments, ensuring their high availability, consistency, integrity.
- Maintenance of the database for correction and prevention of errors.
- Creating reports via SQL Server.
- Define and test contingency plan related to databases and perform backup and restore procedures.
- Define and execute data access security procedures, manage user and application permissions.
- Creation and maintenance of reports via SQL scripts.
- Analysis and identification of systemic errors.
- Support to developers in relation to bugs identified in production, correcting them when necessary or signaling possible critical points in the system.
- Administration of the Jira tool, including maintaining users, creating new projects and their workflows, and improving the Jira ServiceDesk.

• After just over 1 year working in the previous role, I was promoted to Technical Leader, being responsible for the bridge between the support and the other teams, where I coordinated daily meetings with the Project, Development and Database teams to define schedules implementation, corrections and passing on customer feedback regarding the solutions that were delivered in the latest development.
• Worked together with the coordination of support to outline improvements for the team's work routine, aiming at the quality of work and employee satisfaction.
• Coordinated and planned the routine of updating our system with customers and also new deployments.
• Administration of the Zendesk tool, including user maintenance, creation of views and performance reports for presentations.

Analista de Suporte Pleno
ADTEC - SERVICOS TECNICOS E ADMINISTRATIVOS LTDA [03/12/2012 – 29/06/2017]

Cidade: Rio de Janeiro | **País:** Brasil

• Allocated at Ingresso.com, worked as a support analyst (Jr.) in answering low-level calls and providing initial support via telephone assistance and remote access through UltraVNC, Teamviewer and Remote Desktop tools.
• After 1 year and 6 months in this role I was promoted to support analyst 1, where activities related to the support of internal and external systems were performed, with execution of SQL queries to extract data from the bank allocated on external servers (client) and also performed the installation of the automation system and software updates remotely using T-SQL scripts.

• Implemented sales systems at remote points of sale (cinemas), making trips to install the system in several locations in Brazil.

Analista de Help Desk/ Hardware

TODO SOLUCOES EM TECNOLOGIA SA. [12/11/2009 – 01/12/2010]

Cidade: Rio de Janeiro | **País:** Brasil

• Maintenance of hardware equipment, installation of operating system and customer support.

EDUCAÇÃO E FORMAÇÃO

Postgraduate Degree in Database Administration.

Universidade Pitágoras Unopar Anhanguera [05/2023 – 03/2024]

Postgraduate Degree in Data Engineering

Universidade Pitágoras Unopar Anhanguera [11/2022 – 09/2023]

País: Brasil

Superior Technology in System Analisys and Development

Universidade Anhanguera Uniderp [02/2020 – 06/2022]

Cidade: Rio de Janeiro | **País:** Brasil | **Sítio Web:** https://diplomas.somosb4.com.br/validar/671.671.b9279be24ed6

SCRUM FOUNDATION PROFESSIONAL CERTIFICATE (SFPC)

CertiProf® [01/2019]