Renan C. Coelho

Customer Experience Professional | Bachelor in Computer Engineering

Contact

Phone: **+5521997812185**

Email: **renanc.coelho18@gmail.com**

LinkedIn: **linkedin.com/in/renancoelho021**

Professional Summary

23-year-old professional with experience in Service Desk and technical support, specialized in IT solutions with a focus on networks, data analysis, and web development. I have a strong background in **Service Management** and **Hardware Maintenance**, along with **Python**, **SQL**, **JavaScript**, and **React**. I always seek to apply my experience and knowledge to continuously optimize processes, contributing and working both with a team-oriented and client-focused mindset.

Work Experience

Service Desk | Elea Data Centers
March, 2024 - September, 2025 | Rio de Janeiro, Brazil

- Provided comprehensive technical support and troubleshooting for data center clients, ensuring high availability and performance for the operation;

- Managed incidents and service requests using **ServiceNow**;

- Worked closely with the **NOC** team, monitoring critical environments through **Zabbix** and **Grafana**;

- Supported incident handling and the escalation process together with telecom operators and vendors;

- Performed maintenance and configuration of network infrastructures, working with **Routing**, **Switching**, and **Cabling** concepts.

Help Desk (Intern) | Huawei Brazil

July, 2023 - March, 2024 | Rio de Janeiro, Brazil

- Delivered first-level technical support, solving hardware and software issues for employees;

- Managed and escalated support tickets, ensuring fast incident resolution;

- Took part in the **Huawei Seeds for the Future** program, deepening my knowledge in emerging technologies and diverse cultures.

Education

- **Computer Engineering**

Universidade Veiga de Almeida | 2020-2025

- **High School**

Centro Educacional Queen | 2017-2019

Technical Skills

- **NOC:** Zabbix, Grafana, Netbox;

- **IT Management:** ServiceNow, ITIL (best practices);

- **Programming Languages:** Python, JavaScript, C;

- **Web Development:** React, Tailwind, Bootstrap;

- **Networking:** IPv4, IPv6, Network Security, Crimping (RJ-45);

- **Suites:** Microsoft 365, Google Workspace.

Languages

- **Portuguese:** Native

- **English:** Advanced (EF SET C2 Proficient Certificate)

Certifications

- **CCNA: Switching, Routing, and Wireless Essentials** | Cisco

- **CCNA: Introduction to Networks** | Cisco

- **EF SET English Certificate (C2 Proficient)** | EF SET

- **Data Analytics Essentials** | Cisco

- **Huawei Seeds for the Future Program** | Huawei

- **React Essential Training** | LinkedIn
- **Web Programming (Advanced)** | IFMG
- **Front-end Web Development** | IFMG
- **JavaScript (Advanced)** | IFMG
- **JavaScript (Basic)** | IFMG
- **Learning with Python** | Enap
- **Applying Power BI for Management Improvement** | Enap
- **Scrum in the Context of Public Service** | Enap
- **The Role of DevOps in the Digital Transformation of Public Services** | Enap
- **Operator and Programmer of Automated Systems - Initial PLC Practices** | IFMG
- **Linux Unhatched** | Cisco
- **IT Customer Support Basics** | Cisco
- **Basic IPv6 Course - Remote** | NIC.br