

Renan C. Coelho

Customer Experience Professional | Bachelor in Computer Engineering

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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.

Personal Projects

Network Utilities

Language: C | Operational Systems: Linux and Windows

A comprehensive C library developed for network infrastructure and educational purposes. Created as part of my undergraduate thesis project (TCC), it provides tools for handling IPv4 and IPv6 addresses, CIDR calculations, subnetting, routing, traffic diagnostics and more.

Repository: <https://github.com/rnnae/Network-Utilities>

Curriculum Vitae

Tech Stack: Tailwind CSS, Cloudflare Pages, and GitHub

My resume, but as a website. The project is minimalist, fast, and fully responsive, designed to ensure consistent rendering across a ton of devices and screen sizes. It uses direct integration with GitHub for automated deployment.

Repository: <https://github.com/rnnae/Curriculum-Vitae>

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