

Renan C. Coelho

Customer Experience Professional | Bachelor in Computer Engineering

Contact

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Professional Summary

23-year-old professional with experience in Service Desk and Data Center Operations, working closely with the NOC (Network Operations Center) team and familiar with monitoring tools (Zabbix, Grafana), incident handling and ticket escalation, giving support for critical infrastructures. Strong background in **Service Management** and **Hardware Maintenance**, as well as solid knowledge of **Networking**, **ITIL**, also being Cisco-certified (focused on **CCNA** studies) and having a great deal of practical experience with **ServiceNow**. I am seeking to consolidate a career in networks, systems operations and/or monitoring, ensuring high service availability and reliability while maintaining the continuity of the operation.

Professional 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;
- Participated in network infrastructure maintenance and configuration, working with **Routing**, **Switching**, and **Cabling** concepts.

Help Desk (Intern) | Huawei Brazil

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

- Provided first-level technical support, resolving hardware and software issues for employees;
- Managed and escalated support tickets, ensuring quick incident resolution;
- Took part in the **Huawei Seeds for the Future** program, deepening my knowledge of 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)

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
- **Automated Systems Operator and Programmer - Initial PLC Practices** | IFMG
- **Linux Unhatched** | Cisco
- **IT Customer Support Basics** | Cisco
- **Basic IPv6 Course - Online** | NIC.br