

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 to the operation.
- Managed incidents and service requests using **ServiceNow**.
- 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

- **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