Rodrigo Pereira Francisco

LinkedIn: linkedin.com/in/rodrigo-pereira-0a2286109
Phone: +351 93885 0524 • Email: rodrigo.telecomspecialist@gmail.com

IT Technical Support | Network Management | Cisco Systems | Windows OS | Active Directory | SysAdmin

- Highly competent, motivated, and goal-oriented IT Technical Support Technician with + 2 years of experience providing workmanship and service for a variety of large customers across Europe.

- Excellent track record of analysing and diagnosing hardware and software faults, systematically following procedures to obtain favourable results.

- Collaborative team member with superb communication and interpersonal skills to build strong rapports with diverse populations. *Bilingual in Portuguese and English*.

- Serving as the first point of contact for IT support within the organisation

- Installing, configuring, and maintaining software and hardware components of computer and network systems

- Ensuring the security of client and server computers by installing and upgrading antivirus and firewall software

- Supporting people whenever they encounter challenges with computers and network devices

- Maintaining and updating technical documentation regularly

- Testing new hardware and software before full-scale installation

Value Offered:

- Software and Hardware Troubleshooting
- Customer Service & Customer Satisfaction
- Mechanically & Technically Proficient
- Tier 1 Technical Support
- Creative Thinking Skills

- Analysis & Diagnostics
- Physically Demanding Work Environments
- Interpersonal & Communication Skills
- Safe Work Practices & Policies
- Team Work Environments

PROFESSIONAL EXPERIENCE

European IT Support
Taunusstein B.V., IT Consulting, Breda, Netherlands   08/2021 - Present

Fibre Optic Technician – Supervisor/ Team Leader
Wama Solutions Lda – Porto, Portugal   02/2021 – 08/2021

Fibre Optic Technician
Q.cm Engineering – Porto, Portugal   04/2020 – 02/2021

Fibre Optic Technician
Telefónica – Vivo Telecommunications – Sao Paulo, Brazil   09/2016 – 01/2020

Telecommunications Specialist
Commstel Communication Solutions – Cork, Ireland   09/2015 – 01/2016

Trainee Technician
Summit Metropolitan Monitoring & Telecommunications – Sao Paulo, Brazil   11/2008 – 05/2015

CAREER ACCOMPLISHMENTS

- Gained 15 years of experience in all fibre optic network architecture with different topologies, from the main transmission line to the termination point at the customer's home.

- Installed a variety of fibre optic networks, including Gigabit Passive Optical Network, Transmission Line, Fibre To The Cabinet, and Fibre To The Home.

- Constructed, maintained, and completed architecture updates for the fibre optic network through various topologies.

- Constructed, maintained, and deployed infrastructure for both overhead and underground cabling networks, fibre optic networks, analogue and IP telephone systems, VOIP platforms, low voltage electrical lines, and long-distance radio connectivity.

- Spliced, tested, and read fault diagnosis with OTDR, power metre, visual fault locator, and light source.

- Mounted and set fibre optic joints/enclosures, connections, and distribution boxes.

- Completed FTTH, mounted connectors and set-up devices for clients.

- Completed all projects on time with minimal supervision, using in depth knowledge and the in-depth knowledge of fellow team members to make informed decisions and provide correct recommendations to clients.

- Managed new trainee techs, helping them to build their skills and move their careers forward.

- Chosen to lead main fibre optic transmission line projects, due to ability to analyse problems and perform diagnostic assessments that result in the best actions taken efficiently and with less risk to the network.

- Upheld health and safety policies and procedures to ensure a safe work environment.

- Maintained professional and positive relations with clients, co-workers, and managers due to excellent communication and interpersonal skills.

- Delivered quality, accuracy, and firm attention to detail throughout all work projects.

- Advised and made recommendations to management and other departments to improve operations and outcomes for both the company and the client.

- Worked safely outside in all types of weather conditions and terrain.

EDUCATION & TRAINING

IT Support Technical Skills (2023)
Udemy

Windows Server 2019 (2022)
Udemy

CompTIA Network+ (2022)
Udemy

Certified Fibre Optic Infrastructure Specialist (2020)
CommScope – United States

Infrastructure Solutions for Broadband Applications Certification (2020)
CommScope – United States

Fibre to the Antenna (FTTA) Certification (2020)
CommScope – United States

Corning Fibre Installation (CFI) Certification (2016)
Corning Optical Communications – Bogota, Colombia

Enterprise Structured Cabling Deployment Certification (2015)
Panduit – Sao Paulo, Brazil

Automation and Technology Training (2014)
Tecnoponta Vocational School, Santos, Brazil

CCTV Systems Certification (2013)
ITEC – Intelbras Technological Institute, Santa Rita do Sapucai, Brazil

Structured Cabling Certification (2011)
Furukawa, Sao Paulo, Brazil