**Rodrigo Pereira Francisco**

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**IT Technical Support | Cloud Computing | Network Management | Cisco Systems | Windows OS | Active Directory | SysAdmin | Remote Helpdesk**

* Highly competent, motivated, and goal-oriented IT Technical Support Technician with + 4 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:**

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| --- | --- |
| * 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 Technical 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**

**Microsoft Azure Fundamentals - Training** (2024)

Microsoft

**Python Mastery** (2024)

Code with Mosh

**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