

Fabio Alexandre Steyer

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SUMMARY

A self-motivated, detail-attentive and adaptable professional with a strong foundation in customer success, software development, system analysis, and technical support. Recently earned a Higher Diploma in Science in Computing (Software Development) from the National College of Ireland with First Class Honours, complementing 10 years of experience in quality assurance, customer support, technical troubleshooting, and data review at Cognizant for Google Maps project. Skilled in analysing complex systems, resolving technical issues, and delivering efficient solutions both to clients and management. Proficient in a range of technologies, including Java, JavaScript, Python, Node.js, MySQL, Postgres (SQL) and web development frameworks such as Express, Angular and React. Demonstrated initiative by building dynamic websites and applications that emphasize functionality, user experience, and system integrity. Eager to learn new technologies and contribute to roles in technical support, CRM, incident response, or software/web development, leveraging a commitment to continuous learning and growth. Native Portuguese speaker, fluent in English, and intermediate in Spanish.

IT SKILLS

- **Programming Languages:** Java, JavaScript, Python, NodeJS, Express.js, HTML, CSS.
- **Operating Systems:** Windows environment, Linux (Ubuntu), Android, IOS.
- **Tools & Platforms:** ServiceNow, Datadog, Salesforce, IntelliJ, Visual Studio, NetBeans, Docker, Postman, Slack API, GitHub, CISCO Packet Tracer, ChatGPT.
- **Databases:** Oracle VM, PostgreSQL, MySQL Workbench, SQL (Select, Insert, Update, Delete), Data Modelling.
- **Web Development:** Responsive Design, React, Angular, HTML, CSS, JavaScript, jQuery, Wireframing.
- **Software Development:** Agile, CRUD, OOP (Java), UML Diagrams, TDD, Agile (SCRUM), Exception Handling, File Handling.
- **Networking & Security:** TCP/IP, Virtualization, AWS Cloud Basics, Linux Fundamentals, Containerization, IT Security Principles.

EDUCATION and CERTIFICATIONS

Further Education

Higher Diploma in Science in Computing NFQ (Level 8) | NCI National College of Ireland - Dublin | 09/2022 – 08/2024
Diploma in Web Design/Authoring (FETAC Level 6) | IBAT College - Dublin | 03/2014 – 08/2014

Certificates

- ServiceNow/University | 40 Badges – Support Specialist Career Level | Present
 - Python For Everybody | Udemy | Issued 01/2025
 - Salesforce/Trailhead | 24 Badges – Adventure Level | Present
 - Datadog Foundation | Datadog | Issued 01/2025
 - Datadog The Learning Environment | Datadog | Issued 01/2025
 - Datadog 101: Developer | Datadog | Issued 01/2025
 - Introduction to Service Management with ITIL 4 | Udemy | Issued 01/2025
 - Java Data Structures & Algorithms + LEETCODE Exercises | Udemy | Issued 01/2025
 - Complete Introduction to Microsoft Power BI | Udemy | 08/2024
 - Process Flowcharts & Process Mapping - The Advanced Guide | Udemy | 08/2024
 - Java Basic (40 Hours) | Curso em Video Platform, online | Issued 01/2024
 - Java first steps: Programming Logic and Algorithms | Udemy, online | Issued 01/2024
 - Executive Briefing-AI+ChatGPT | Udemy, online | Issued 10/2023
 - Better Business Writing Skills | Udemy | 08/2021
 - Excel Series: The Complete Excel Series - Level; 1, 2 & 3 | Udemy | 08/2021
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ACADEMIC SOFTWARE DEVELOPMENT EXPERIENCE

Successful Academic Projects | Higher Diploma in Science in Computing (Software Development) at NCI 09/2022 – 08/2024

- **Final Academic Project: Supermarket Price Compare Web Application (React, NodeJS, MySQL, Express, HTML, CSS, JavaScript).** **Programming & Duration:** Visual Studio, 12 weeks (2024). Developed a dynamic web application that allows users to compare supermarket product prices across different stores. Utilized Node.js and Express for backend development, MySQL for database management, and HTML, CSS, and JavaScript for the frontend, ensuring a responsive and user-friendly interface. The project involved designing the database schema, implementing server-side logic, and integrating frontend functionalities to provide real-time price comparisons. Successfully completed within the allotted time frame, demonstrating proficiency in full-stack web development.
- **Project: Implementation of Virtualisation and Virtual Machines (Ubuntu).** **Programming & Duration: Oracle VM Virtual Box,** (2022/2023). Successfully implemented virtualisation and virtual machines, enhancing operational efficiency, and reducing hardware costs for a company's workforce. Attained a remarkable grade of 67%. Educated the workforce on virtualisation, guiding the creation of virtual machines in a Linux environment. Selected Ubuntu Linux and VMware for the virtualisation platform, demonstrating proficiency in these technologies and dedication to improving organisational processes through technology adoption.
- **Project: Hospital Management System Databases (MySQL).** **Programming & Duration: MySQL Workbench,** (2022/2023). Designed and implemented a Hospital Management System database, achieving a notable grade of 82%. Transformed a conceptual ER diagram into a relational model, ensuring proper normalisation up to the 3rd normal form. The logical tables were converted into a physical database design using DDL, with meticulous selection of data types and establishment of keys, documenting design decisions for data accuracy and system efficiency.

WORK EXPERIENCE

Cognizant, Ireland

Cognizant is a multinational technology company that provides a wide range of IT services, consulting, and business process outsourcing solutions to clients around the world.

- **Backup Technical Support Representative for Tools Team | Google Maps (Cognizant) Dublin - Ireland | 11/2023 – Present**
 - Over 2 years of experience debugging and troubleshooting software/hardware issues, ensuring efficient resolution and minimal downtime.
 - Basic knowledge of process flows, data integrity, and best practices in system configuration.
 - Onsite Technical Issue Management: Handling onsite technical issues, both software and hardware, to ensure consistent work efficiency for Google Maps project.
 - Working with ticketing system and escalation processes using Buganizer tool.
 - Proven ability to identify root causes and coordinate cross-functionally with development and QA teams.
 - Testing weekly Pushpin software release version to identify any potential bugs before going live to production.
 - Bottleneck Elimination and Interdependency Management: Actively eliminating bottlenecks and managing interdependencies across teams.
 - Directly collaborating with engineers and program managers to triage all weekly bugs, confirm that fixes are tested, and ensure adherence to Google's requirements.
 - Skilled in translating technical concepts into straightforward solutions for stakeholders and non-stakeholders' audience.
 - Experience in phone/email/chat support and handling high-volume customer queries.
 - Consistently recognized for delivering high-quality, user-centric support.
- **Quality Control Specialist | Google Maps (Cognizant) Dublin - Ireland | 01/2016 – Present**
 - Awarded as 'Best Quality Controller' on multiple occasions, reflecting outstanding quality and productivity within the team.
 - Employing logical thinking and independent decision-making skills to ensure the integrity of data.

- Implementing advanced Quality Control procedures to improve data accuracy, involving outbound calls to business owners for verifying information on Google Maps project, achieving an average of 95 calls daily.
- Analysing data from multiple sources to select the most accurate information, significantly enhancing the customer experience on Google Maps.
- High Accuracy Rate Maintenance: Consistently upheld a daily accuracy rate of 98%, surpassing company benchmarks and maintaining high-quality standards on Google Maps project.
- Effectively mediating and resolving complex disputes between operators and quality controllers by enforcing Google Maps project policies and workflows, ensuring compliance, and preserving data quality.
- Team Leadership & Mentorship: Training and coaching new team members, sharing best practices and providing feedback that improved overall team quality and efficiency.

➤ **Senior Process Executive | Google Maps (Cognizant) Dublin - Ireland | 03/2015 – 12/2015**

- Evaluated data accuracy by analysing information from multiple sources.
- Conducted detailed reviews of data patterns to enhance accuracy and initiated corrective actions.
- Proactively identified and addressed data inconsistencies, ensuring data integrity.
- Maintained effective communication with colleagues and clients through email, chat, phone, and face-to-face meetings. Collaborated within a large project team, contributing to collective objectives.
- **Achievements:** Contributed to side projects by analysing metrics and suggesting improvements for operational workflows. Played an active role in special projects, adding value through participation and expertise.
- Oversaw quality control in special projects, ensuring operators adhered to high standards in data analysis.
- Provided specialised support in Portuguese for the Triage department's investigations.
- Mentored operators, enhancing their understanding of tools and internal policies through observation and analysis.

Operations Coordinator | Coinspan Limited, Ireland | 05/2009 – 01/2015

Office Support Assistant | English in Dublin School, Ireland | 08/2006 – 09/2008

References Upon Request