TAIS DIAS DE CARVALHO

in LinkedIn | 📱+55 14 99113-1884 | ✉️ taisdias76@gmail.com | GitHub

Skills

- C# | .NET | JavaScript | PHP | SQL | NoSQL | Git | Python | R | Django | Java | Java SE, Java EE | Maven
- Cloud Computing | CI/CD | Linux | Spring Boot | Hibernate | Excel | PowerBI | Tableau | NumPy | Pandas | Scikit-learn
- Microservices | Backend | Data Manipulation, Cleaning and Visualization | English – *B1*

Experience

Java Developer   **SYG Tecnologia**   *Bauru, SP, Brazil*   **09/2022 - Current**

- Developed Java SE applications, leveraging core Java features and libraries to build reliable software solutions.
- Collaborated with a team of developers to design and implement Java applications, ensuring adherence to coding standards and best practices.
- Utilized Java SE concepts such as multithreading, exception handling, and I/O operations to enhance application performance and user experience.
- Conducted thorough testing and debugging to identify and resolve issues, ensuring the delivery of high-quality software products.
- Assisted in the integration of third-party APIs and libraries to extend application functionality.

Help Desk   **SYG Tecnologia**   *Bauru, SP, Brazil*   **03/2022 - 08/2022**

- I started my career as a Help Desk intern, providing technical support to internal users on a wide range of issues related to hardware, software, and networks.
- I was responsible for responding to support tickets, logging incidents, diagnosing problems, and providing appropriate solutions.
- I collaborated with the development team to identify and resolve complex issues, conducting tests, implementing fixes, and documenting the adopted solutions.
- I delivered training and guidance to end-users on proper usage and best practices related to Linux operating systems.
- Documentation and Communication.
- Technical Support in Linux.

Help Desk, Intern   **SYG Tecnologia**   *Bauru, SP, Brazil*   **11/2021 - 03/2022**

- Technical support and troubleshooting for hardware, software, and network-related issues for a diverse user base.
- Promptly responding to help desk tickets and resolving technical inquiries in a timely manner, ensuring high customer satisfaction.
- Creating and maintaining documentation for common technical issues and their resolutions, streamlining future troubleshooting processes.
- Collaborating with team members to identify and address recurring technical issues, resulting in improved system performance and user productivity.
- Proficient in basic troubleshooting of both Windows and Linux systems.

Administrative Officer   **Hospital Estadual de Bauru**   *Bauru, SP, Brazil*   **01/2020 - 10/2021**

- Perform scheduling of patients in healthcare institutions served by the Unified Health System (SUS). Organize medical referrals, contact patients, establish communication with the Regional Health Directorate, and formulate/organize spreadsheets of scheduled patients.

Customer Service Agent   **TEL Telecomunicações**   *Bauru, SP, Brazil*   **09/2018 - 01/2020**

- Creation and data entry of spreadsheets, compilation of reports, and deadline monitoring for the execution of work orders with the assistance of Excel and its formulas.

Education

Bachelor of Science   **Univesp University**   *Bauru, SP, Brazil*   **06/2021 - 06/2025**

- Undergraduate Student in Data Science