

# TAUANY SILVA SANTOS

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## SUMMARY

Highly motivated junior developer. Proficient in troubleshooting complex technical issues and delivering exceptional support. Skilled in analyzing software systems, identifying opportunities for enhancement, and documenting defects. Collaborative and adaptive team player, adept at working with cross-functional teams to drive continuous improvement in software quality. Possesses excellent problem-solving and analytical abilities, along with a keen eye for detail, to ensure the delivery of reliable and user-friendly software solutions.

## SKILLS

- Multitasking and Prioritization
- Attention to Detail
- Teamwork and Collaboration
- Java, JavaScript, HTML, CSS, Spring/Hibernate, jQuery, SQL
- Git

## EXPERIENCE

### 05/2023 to Current    **Technical Support Analyst**

**D2L** – Kitchener, ON

- Prioritize, troubleshoot, and resolve incident reports.
- Investigate, diagnose, and resolve product issues by querying the database, searching logs and code.
- Perform troubleshooting by testing in various environments to reproduce issues.
- Quickly identify incident patterns and recommend steps to mitigate the impact.
- Collaborate with internal teams to work on real-time issues.

### 09/2022 to 05/2023    **Product Support Specialist**

**D2L** – Kitchener, ON

- Managing technical support inquiries
- Performing research, testing, providing recommendations, and troubleshooting problems by querying in the database, logs and code
- Use of different tools as Kibana, Microsoft SQL Server, and Industry Help Desk solution (SalesForce and ServiceNow)
- Work closely with a variety of teams to resolve the issue and assist other team members with troubleshooting.

### 07/2020 to 08/2022    **Product Support Analyst**

**D2L** – Kitchener, ON

- Support of software used by millions of people around the world

- Performing research, testing, providing recommendations, and troubleshooting problems for clients
- Use of different tools as Kibana, Microsoft SQL Server, and Industry Help Desk solution (SalesForce and ServiceNow)
- Provides technical assistance and provides requested information support to Technical Team.

**10/2018 to 11/2019    Full Stack Developer**

**Digicade Tecnologia** – Belo Horizonte, Minas Gerais

- Development and maintenance of a Geographic System for optical fiber network management.
- Backend and Front-end development using Java, JavaScript, HTML, CSS, jQuery, Spring, Hibernate and Oracle SQL.
- REST APIs creation and maintenance.
- Reviewed and tested existing code to discover and fix bugs.
- Participated in daily and biweekly team meetings following the SCRUM methodology.
- Dev Ops using Jenkins and Version control using GIT.

**05/2014 to 10/2018    Intern and Developer Analyst**

**Axxiom** – Belo Horizonte, Minas Gerais

- Collaborated with developing a SCADA System for a big energy company in Brazil.
- Creating system documentation, performing testing, and identifying customers current requirements
- Test documentation development and Version control using SVN.

**EDUCATION AND TRAINING**

**08/2017**

**Bachelor Degree:** Information Systems  
**Federal University of Minas Gerais** – Brazil

**09/2023**

**The Complete 2023 Web Development Bootcamp**

Udemy.com

The course covers tools and technologies such as HTML, CSS, JavaScript, Node, React, MongoDB and DApps.

**WEBSITES, PORTFOLIOS, PROFILES**

- <https://github.com/tauany15>
- <https://tauany15.github.io/portfolio/>
- <https://www.linkedin.com/in/tauany-silva-santos-43a335144/>