

CAREER SUMMARY

Mr. João Tavares has twenty (22) years of experience in the fields of information and communication technologies, mainly in software development and data management.

Having worked in the government and private sectors, Mr. Tavares is able to carry out projects in both Front-end and Back-end development, in varied and complex contexts, both from a technological point of view and organizational.

He notably worked at the Caisse Populaire Desjardins for the Next / Billing project, with the creation of responsive interfaces using **React / Play Framework (Java)**, and for the production support of the Husky / Escouade Madmat project using **AngularJS / Spring (Java)**. Each of the projects with a scale of more than 10,000 j-p. and a budget of more than \$ 200 million.

More recently, we must also mention his contribution to the Ministry of the Family, with the Gazelles (**Flutter / API Design using AWS Amplify**) and RSG projects which, among other systems, are responsible for controlling childcare services in Quebec and receive an annual budget per year. of about \$ 2B, always in a context of **agile ceremonies**.

In Brazil, he developed the PARCEIRO system in **PHP / Laravel / AngularJS / Typescript / Sass / Bootstrap**, and he was responsible for obtaining feedback from partner institutions of Public Ministry of Federal District and Territories – MPDFT - on the application of alternative measures to prison.

In short, Mr. Tavares has strong skills not only to adapt to any development environment, but also to quickly deliver a variety of solutions.

FORMATION

2005	Bachelor degree Computing Science (BSc)	Universidade de Brasilia
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KEY SKILLS

- | | |
|---|---|
| <ul style="list-style-type: none">Development FrontendAngularJSREACTFlutterDartReduxBootstrapSemantic-UIFlexboxGoogle Material DesignDevOpsGitBitbucketGitLabGitHub | <ul style="list-style-type: none">JIRAMiroKanbanSCRUMAgile DevelopmentRESTGraphQLSOAPWebsocketsSwaggerOpenAPISbtDevelopment BackendJavaPHP |
|---|---|

- ASP
- Delphi
- C
- Programmation MVC with C# et ASP.net/.NET Core SDK
- Spring
- JPA
- Hibernate
- Apache Camel
- Play Framework
- **Laravel**
- ExpressJS
- Strongloop
- Loopback
- NodeJS
- DynamoDB
- MongoDB
- MySQL
- MS SQL Server
- PostgreSQL
- Oracle
- UI/UX Design
- Figma
- GIMP
- Photoshop
- HTML
- CSS
- Javascript
- Gulp
- Grunt
- Webpack
- Ionic
- Cordova
- Mongoose
- AWS
- Heroku
- IBM Bluemix
- Jenkins
- Azure DevOps
- Maven
- Eclipse
- IntelliJ
- Android Studio
- VSCode
- Visual Studio
- Atom
- Jboss
- Tomcat
- Junit
- Jacoco
- Jest
- React Testing Library
- SonarQube
- Joomla
- Docker
- Big Data
- Firebase
- Contentful
- Netlify
- ESLint
- **Typescript**
- Apache web server
- Nginx
- **AWS Amplify**
- Apache Velocity
- **AWS Cognito**
- **AWS IAM**
- BPMN
- Appian BPMS
- Micro-services
- **AWS Code Commit**
- **AWS AppSync**
- TDD
- BDD

WRITTEN AND SPOKEN LANGUAGES

- French – TEFAQ Niveau B2 (Compréhension Orale/Expression Orale)
- English – IELTS General – Level 7.0
- Portuguese – Mother language / Native
- Spanish – professional level

PERFECTIONING

- Specialisation on BigData – Unyleya (2020)
- Programmation web with MVC, C# et ASP.NET – Cégep de Sainte Foy (2019)
- Specialisation on Full Stack Web Development by HKUST/Coursera (2016)

Last update : March 2022

No	CLIENT	MANDATE	ROLE	SPAN (D-P)	PERIOD	EXPERIENCE (MONTHS)
GFT TECHNOLOGIES						
14	GFT	Full-Time Consultant	Senior Software Engineer/Architect	3000	03-2022 01-2022	3
LEVIO CONSEILS INC.						
13	Ministère de Famille du Québec	Development of GraphQL API using AWS Amplify and support to the IOS Flutter mobile front-end team of the Gazelles system	Organic Architect	5000	01-2022 06-2021	8
12	Ministère de Famille du Québec	Upgrade of PCS and RSG systems	Organic Architect	3000	05-2021 09-2020	9
11	Pensionify	Development of the Angular Front-end of the Pensionify system	Développeur Web - Front-end	5000	03-2020 07-2020	5
10	Wildside - Enduro	Development and production of the website	Développeur Web - Fullstack	1000	02-2020 04-2020	3
9	Desjardins Assurances générales	MADMAT Squad – Husky program	Programmer-Analyst	10 000	02-2019 01-2020	11
8	Desjardins Assurances générales	Billing – NeXT program	Programmer-Analyst	10 000	10-2018 01-2019	4
INDEPENDENT WEB DEVELOPMENT						
7	Portal Grande Colorado	Programming the backend / frontend of the website	Developer Web - Fullstack	ND	01-2018 09-2018	9
6	acessoeducacao.com.br	Programming the backend / frontend of the website	Developer Web - Fullstack	ND	07-2017 12-2017	6
MINISTÉRIO PÚBLICO DO DISTRITO FEDERAL E TERRITÓRIOS – MPDFT						
5	MPDFT	Development of the PHP back-end of the PARCEIRO system	Organic Architect	2000	01-2018 10-2018	10
4	MPDFT	Development of the Angular / PHP front-end of the PARCEIRO system	Organic Architect	1000	07-2017 12-2017	6
3	MPDFT	Development of systems related to the application of alternative measures to prison and publication of data related to systems for the population of Brasília	Organic Architect	10000	01-2009 06-2017	102
2	MPDFT	Development of several types of systems for civil servants	Software Developer	1584	01-2003 12-2008	72
1	MPDFT	IT support for users of the organization	Technical support	858	10-1999 12-2002	39

TOTAL m-p.
22 ans

GFT Technologies

2022 à ce jour

Senior Software Developer

No :	13
Client	GFT - Desjardins
Mandate :	Full-Time Consultant
Role :	Senior Software Engineer / Architect
Span (d-p) :	3000
Period :	01-2022 à 03-2022
Experience :	3 months-persons
Reference :	Étienne St-Pierre (etienne.st-pierre@gft.com)
Technological Environment:	AWS, AWS AMPLIFY, DYNAMODB, APACHE VELOCITY, AWS APPSYNC, AWS COGNITO, AWS IAM, AGILE, DOCKER, KUBERNETES, SCRUM, VSCODE, GIT, AWS CODE COMMIT, CONFLUENCE, MICRO-SERVICES

MANDATE DESCRIPTION

Newly Hired by GFT Technologies, Mr Tavares is working close to Desjardins to form and help the development teams to create, develop and maintain new software.

ROLE AND RESPONSIBILITIES

As a Software Engineer, Mr. Tavares was responsible for the following tasks:

- Work in the services and integration team of the Dashboard and the search for projects carried out by daycare, always in Agile mode (SCRUM)
- Provide support to the front-end development team when necessary
- Provide support to the back-end development team when necessary
- Translate client and business analysts' requirements in working application with all infrastructure in place
- Help to conceive object models and database tables as well
- Elaborate a devops strategy to deploy new and existing applications
- Update the code base on the project's git repository
- Document the API and micro-services created on Confluence
- Analyze and correct anomalies

Levio Conseils Inc

2018 à 2022

Organic Architect

No :	13
Client	Ministère de la Famille du Québec
Mandate :	Development of GraphQL API using AWS Amplify and support to the IOS Flutter mobile front-end team of the Gazelles system
Role :	Organic Architect
Span (d-p) :	50 00
Period :	06-2021 à 11-2021
Experience :	6 months-persons
Reference :	Maxime Plante (maxime.plante@levio.ca)
Technological Environment:	AWS, AWS AMPLIFY, DYNAMODB, APACHE VELOCITY, AWS APPSYNC, AWS COGNITO, AWS IAM, AGILE, FLUTTER, SCRUM, VSCODE, ANDROID STUDIO, UI-UX, MIRO, FIGMA, JIRA, BPMN, BPMS, MICRO-SERVICES, TESTFLIGHT, APPIAN, GIT, AWS CODE COMMIT, CONFLUENCE, MICRO-SERVICES

MANDATE DESCRIPTION

The Gazelles project consisted of developing an IOS mobile application to be installed in the phone of the minister and their deputy ministers. The solution was to allow users to see a dashboard with the situation of places offered by childcare services in Quebec. The app also allowed seeing the progress of each project carried out by a daycare service based on a work process defined with the help of BPMN diagrams developed by the ministry's business team.

ROLE AND RESPONSIBILITIES

As an organic architect, Mr. Tavares was responsible for the following tasks:

- Work in the services and integration team of the Dashboard and the search for projects carried out by daycare, always in Agile mode (SCRUM)
- Provide support to the Flutter front-end development team when necessary
- Develop new AWS Amplify models/resolvers with their corresponding GraphQL schema
- Fix models/resolvers anomalies
- Carry out the loading of data from the official DB to a DynamoDB database in read mode
- Implement API security using AWS Cognito / IAM
- Update the code base on the project's git repository
- Document the API and micro-services created on Confluence
- Analyze and correct anomalies

No :	12
Client	Ministère de la Famille du Québec
Mandate :	Upgrade of PCS and RSG systems
Role :	Organic Architect
Span (d-p) :	30 00
Period :	09-2020 à 05-2021
Experience :	9 months-persons
Reference :	Maxime Plante (maxime.plante@levio.ca)
Technological Environment:	REACT, AGILE, .NET, TFS, AZURE DEVOPS, KANBAN, SEMANTIC-UI, VSCODE, NODEJS, C#, JIRA, DEVOPS, VISUAL STUDIO 2019, MS SQL SERVER, IIS, CONFLUENCE, ESLINT, TDD, BDD

MANDATE DESCRIPTION

The PCS (Service Continuation Plan) and RSG (Responsible for Daycare) systems were modules connected to the MFA daycare control system and needed an overhaul to adhere to the new infrastructure of the ministry, which has started. to use the Azure DevOps platform

ROLE AND RESPONSIBILITIES

As an organic architect, Mr. Tavares was responsible for the following tasks:

- Redevelop the frontend of applications using REACT / C #
- Work with the business analysis team to ensure the proper functioning of new versions of systems in Agile mode (SCRUM)
- Fix backend anomalies in .NET
- Update the code base on the TFS repository of the project
- Implement ESLint coding style verification tool
- Configure ESLint rules to standardize the REACT coding style
- Configure minimum code coverage threshold by unit tests
- Develop new systems according to the BDD / TDD approach
- Carry out unit tests
- Analyze and correct anomalies

Programmer-Analyst

No :	11
Client	Pensionify
Mandate :	Development of the Angular Front-end of the Pensionify system
Role :	Web Developer - Front-end
Span (d-p) :	50 00
Period :	03-2020 à 07-2020
Experience :	5 months-persons
Reference :	Mustapha Es-Salihe (mustapha.es-salihe@levio.ca)
Technological Environment:	ANGULAR 9, AGILE, .NET, GITLAB, AZURE DEVOPS, SCRUM, GOOGLE MATERIAL DESIGN, VSCODE, FLEXBOX, NODEJS, TYPESCRIPT, WEBPACK, UI-UX, JIRA, DEVOPS, DOCKER

MANDATE DESCRIPTION

The objectives of the project were to develop a solution to track the activities of pension and pension plan administrators of Pensionify. The solution was to allow business analysts to define their own workflow using BPMN diagrams; the solution then guides users according to the processes defined in the diagram.

ROLE AND RESPONSIBILITIES

As a programmer analyst, Mr. Tavares was responsible for the following tasks:

- Work in the integration team for the new version of the Dashboard and Member Portal module, still in Agile mode (SCRUM)
- Translate the prototypes generated by the UX/UI team into functional pages
- Develop new frontend modules in Angular 9
- Fix backend anomalies in .NET
- Update the code base on the project's git repository
- Carry out unit tests
- Analyze and correct anomalies

No :	10
Client	Wildside - Enduro
Mandate :	Development and production of the website
Role :	Web Developer - Fullstack
Span (d-p) :	1 000
Period :	02-2020 à 04-2020
Experience :	3 months-persons
Reference :	Maxime Gaboury-Drapeau (418-928-2809)
Technological Environment:	REACT, REDUX, CONTENTFUL CMS, FIREBASE, NETLIFY (DEVOPS), GITLAB, JIRA, SCRUM, SNIP CART, VSCODE, WIX, NODEJS, TYPESCRIPT, WEBPACK

MANDATE DESCRIPTION

The Wildside - Enduro project is a website which is responsible for the creation, administration and publication of new races for the administrators of the site. After posting a race, the site allows new users to register and pay for their registration in that race online.

ROLE AND RESPONSIBILITIES

As a programmer analyst, Mr. Tavares was responsible for the following tasks:

- Set up the necessary infrastructure on Netlify to create the development and production environments
- Develop new modules in React / Redux
- Create a production database on Firebase
- Create a production environment for static content on Contentful CMS
- Manage the code on GitLab according to the environment used
- Analyze and correct anomalies
- Carry out unit tests

No :	9
Client	Desjardins Groupe Assurances générale
Mandate :	MADMAT Squad (Marketing and Agent Tools) – Husky program
Role :	Programmer-Analyst
Span (d-p) :	10 000
Period :	02-2019 à 01-2020
Experience :	11 months-persons
Reference :	Karl Poulin (karl.poulin@desjardins.com)
Technological Environment:	JIRA, SCRUM, BITBUCKET, MAVEN, SPRING, JPA, ORACLE, JMS, APACHE CAMEL, ANGULARJS, AGILE, JAVA, INTELLIJ, ECLIPSE, SOAPUI, POSTMAN, JBOSS, TOMCAT, SBT, PLAY FRAMEWORK, SONARQUBE, JUNIT, JACOCO, .NET

MANDATE DESCRIPTION

In the Husky program, which aimed to integrate Desjardins systems with those of StateFarm. The squad was formed from a few people from the Agent Tools (led by Levio) and Marketing (led by another consulting firm) project delivery teams as well as internal Desjardins employees. The systems have been implemented and used and the teams are finalizing the systems, needing to improve and develop portions of new systems for the benefit of other projects in the NeXT program.

ROLE AND RESPONSIBILITIES

As a programmer analyst, Mr. Tavares was responsible for the following tasks:

- Develop applications, programs / services, tools and perform the necessary tests and fixes
- Participate in sprint activities in order to add value to the support and development of our products
- Follow up on problems and follow up with Scrum masters
- Prepare documentation relating to assigned tasks, analyze system components, change requests or problems in order to agree with the project managers on the solution to be implemented
- Use different databases to produce reports and information documents and ensure their validity
- Use layer 1.0 web services made in .NET
- Perform updates of various databases and propose any improvement to increase efficiency and quality
- Collaborate with the various stakeholders (designer, functional analyst) in the realization of technological solutions
- Carry out unit tests
- Increase the test code coverage of all systems (approximately 50 with a total of 100k lines of code) from 40% to 88% for any new code added since 01 March. To obtain these figures, he used the SonarQube, duly integrated with jenkins, bitbucket and jacoco.

No :	8
Client	Desjardins Groupe Assurances générales
Mandate :	Billing – NeXT Program
Role :	Programmer-Analyst
Span (d-p) :	10 000
Period :	10-2018 à 01-2019
Experience :	4 months-persons
Reference :	Maxime Gaboury-Drapeau (418-928-2809)
Technological Environment:	EIS, REACT, AGILE, PLAY FRAMEWORK, JAVA, GITLAB, JIRA, SCRUM, SBT, INTELLIJ, SWAGGER, NODEJS, TYPESCRIPT, WEBPACK

MANDATE DESCRIPTION

The NeXT program is a large-scale program involving the integration of a new management software package supporting the processes already in place at Desjardins General Insurance (DGIG). Thanks to the product developed by the company EIS, Desjardins will be able to modernize its current system in order to become more agile and meet the future challenges of the organization. Within this project, the Customer and Billing component concerns the processes related to submissions, invoicing, complaints as well as customer files.

ROLE AND RESPONSIBILITIES

As a programmer analyst, Mr. Tavares was responsible for the following tasks:

- Work in the integration team for the new version of the Billing Agent module, still in Agile mode (SCRUM)
- Develop new modules in React
- Carry out unit tests
- Analyze and correct anomalies

Développement indépendant

2017 à 2018

Web Developer

No :	7
Client	Portal Grande Colorado
Mandate :	Programming the backend / frontend of the website
Role :	Web Developer - Fullstack
Span (d-p) :	ND
Period :	01-2018 à 09-2018
Experience :	6 months-persons
Reference :	Franklin Miranda (55 61 98114-5538)
Technological Environment:	DEVELOPMENT WITH THE MEAN STACK (MONGODB, EXPRESSJS, ANGULARJS, NODEJS), GIT, GITHUB, HEROKU ET MLAB

MANDATE DESCRIPTION

The www.portalgrandecolorado.com.br website project was to develop the backend platform for the site, which was intended to record information related to businesses in the region.

ROLE AND RESPONSIBILITIES

As a web developer, Mr. João Tavares was responsible for integrating the frontend part of the site with the developed backend. More specifically, Mr. João Tavares was to perform the following tasks:

- Create a system for data administration
- Link the front-end to the administration database and display the information on the public site
- Add information related to the client's needs
- Program the site according to the client's needs
- Install the system in a web platform (heroku)
- Update the programming code in the github

No :	6
Client	Portal www.acessoeducacao.com.br
Mandate :	Programming the backend / frontend of the website
Role :	Web Developer - Fullstack
Span (d-p) :	ND
Period :	07-2017 à 12-2017
Experience :	6 months-persons
Reference :	Franklin Miranda (55 61 98114-5538)
Technological Environment:	DEVELOPMENT WITH THE MEAN STACK (MONGODB, EXPRESSJS, ANGULARJS, NODEJS), GIT, GITHUB, HEROKU ET MLAB

MANDATE DESCRIPTION

The website www.acessoeducacao.com.br project was to develop the backend platform of the site, which aimed to record information related to therapists specializing in coaching and education.

ROLE AND RESPONSIBILITIES

As a web developer, Mr. João Tavares was responsible for integrating the frontend part of the site with the developed backend. More specifically, Mr. João Tavares was to perform the following tasks:

- Create a system for data administration
- Connect the frontend to the administration database and display information on the public site
- Add information related to the client's needs
- Program the site according to the client's needs
- Install the system in a web platform (heroku)
- Update the programming code in the github

Ministério Público do Distrito Federal e Territórios - MPDFT**1999 à 2018***Web Developer - PHP/Angular*

No :	5
Client	Ministério Público do Distrito Federal e Territórios - MPDFT
Mandate :	Development of the PHP back-end of the PARCEIRO system
Role :	Organic Architect
Span (d-p) :	2000
Period :	01-2018 à 10-2018
Experience :	6 months-persons
Reference :	Cláudia Reis (55 61 3315-9750)
Technological Environment:	MS SQL SERVER, PHP, WINDOWS 7, LINUX, LARAVEL, HTML/CSS/JAVASCRIPT, ANGULARJS, GULP, SVN, VSCODE, TORTOISE SVN, JOOMLA, APACHE

MANDATE DESCRIPTION

Development of the PARCEIRO system in PHP / Laravel / Angular, and he was responsible for obtaining feedback from MPDFT partner institutions on the application of alternative measures to prison. For this project, he performed the client's needs assessment, functional analysis and solution development.

ROLE AND RESPONSIBILITIES

As head of the data consolidation sector and web - backend developer, Mr. João Tavares was responsible for programming all applications related to the business of alternative measures applications to prison, as well as:

- Administer the SQL SERVER databases
- Create the backend of the PARCEIRO application on the ministry's internet
- Create application REST APIs
- Administer the sector intranet using Joomla (Similar to Sharepoint)
- Design and development of the PARCEIRO system, using PHP / Laravel / AngularJS
- Carry out training for new PARCEIRO users
- Collaborate with regional sector heads of alternative measures to create new partnerships
- Update the programming code in the SVN

Web Developer - PHP/Angular

No :	4
Client	Ministério Público do Distrito Federal e Territórios - MPDFT
Mandate :	Development of the Angular / PHP front-end of the PARCEIRO system
Role :	Organic Architect
Span (d-p) :	1000
Period :	01-2009 à 06-2017
Experience :	102 months-persons
Reference :	Cláudia Reis (55 61 3315-9750)
Technological Environment:	MS SQL SERVER, PHP, WINDOWS 7, LINUX, LARAVEL, HTML/CSS/JAVASCRIPT, ANGULARJS, GULP, SVN, VSCODE, TORTOISE SVN, JOOMLA, APACHE

MANDATE DESCRIPTION

Development of the PARCEIRO system in PHP / Laravel / Angular, and he was responsible for obtaining feedback from MPDFT partner institutions on the application of alternative measures to prison. For this project, he performed the client's needs assessment, functional analysis and solution development.

ROLE AND RESPONSIBILITIES

As head of the data consolidation sector and web - frontend developer, Mr. João Tavares was responsible for programming all applications related to the business of alternative measures to prison, as well as:

- Administer SQL SERVER databases
- Create the backend of the PARCEIRO application on the ministry's internet
- Administer the sector intranet using Joomla (Similar to Sharepoint)
- Design and development of the PARCEIRO system, using PHP / Laravel / AngularJS
- Carry out training for new PARCEIRO users
- Collaborate with regional sector heads of alternative measures to create new partnerships
- Update the programming code in the SVN
- Take the client's needs
- Carry out the functional analysis of the PARCEIRO system
- Create mocks and prototypes of the solution
- Develop the required solution after validation of needs

Head of Data Consolidation Sector, Software Developer, Technical Support

No :	3
Client	Ministério Público do Distrito Federal e Territórios - MPDFT
Mandate :	Development of systems related to the application of alternative measures to prison and publication of data related to systems for the population of Brasília
Role :	Organic Architect
Span (d-p) :	10000
Period :	01-2009 à 06-2017
Experience :	102 months-persons
Reference :	Cláudia Reis (55 61 3315-9750)
Technological Environment:	MS SQL SERVER, DELPHI 7, ASP, PHP, WINDOWS 7, LINUX, LARAVEL, HTML/CSS/JAVASCRIPT, ANGULARJS, GULP, SVN, VSCODE, TORTOISE SVN, JOOMLA

MANDATE DESCRIPTION

Among several projects carried out was the continuous development of the system of alternative measures - SMA - responsible for monitoring the application of alternative measures in the metropolitan region of Brasília. This system has been programmed in Delphi and MS SQL Server.

The other systems were derived from data recorded on the ADM database.

Another major system developed during this period, the PARCEIRO module (300 person-days), done in PHP / Laravel / Angular, and it was responsible for obtaining feedback from MPDFT partner institutions on the application of alternative measures. in jail. For this project, he performed the client's needs assessment, functional analysis and solution development.

ROLE AND RESPONSIBILITIES

As Organic Architect and head of the data consolidation sector of the Public Ministry of the Federal District and Territories, Mr. João Tavares was responsible for programming all applications related to the profession of alternative measures applications to the prison, as well as :

- Administer the SQL SERVER databases
- Create systems for the ministry's intranet and internet to publicize information on alternative measures
- Administer the sector intranet using Joomla
- Design and development of the PARCEIRO system, using PHP / Laravel / AngularJS
- Carry out training for new SMA users
- Collaborate with regional sector heads of alternative measures to obtain monthly reports
- Support users of ADS and derived systems
- Update the programming code in the SVN

No :	2
Client	Ministério Público do Distrito Federal e Territórios - MPDFT
Mandate :	Development of several types of systems for civil servants
Role :	Software Developer
Span (d-p) :	1 584
Period :	01-2003 à 12-2008
Experience :	72 months-persons
Reference :	Rodrigo Castro (55 61 3343-9905)
Technological Environment:	MS SQL SERVER, JAVA, SPRING, STRUTS, XP, JUNIT, TOMCAT, JBOSS, HIBERNATE, EJB, DELPHI 7, ASP, PHP, WINDOWS XP, LINUX, HTML/CSS/JAVASCRIPT, SVN, VSS

MANDATE DESCRIPTION

Development and maintenance of systems programmed in various programming languages, such as Java, ASP and Delphi, and linked to MS-SQL Server databases. At its peak, an average of 30 systems were maintained simultaneously.

ROLE AND RESPONSIBILITIES

As a software developer, Mr. João Tavares was responsible for programming all applications related to the activities of the MPDFT, as well as:

- Administer databases
- Create systems for the ministry's intranet and internet
- Carry out the training of new users of the systems
- Carry out maintenance of lean systems
- Support users of different systems
- Update the programming code on the SVN and VSS
- Install new systems for users

No :	1
Client	Ministério Público do Distrito Federal e Territórios - MPDFT
Mandate :	IT support for users of the organization
Role :	IT Support Technician
Span (d-p) :	858
Period :	10-1999 à 12-2002
Experience :	39 months-persons
Reference :	Elmo Sampaio (55 61 3343-9905)
Technological Environment:	WINDOWS 95/98/XP/NT, MS OFFICE, BACKUPS, ENTRETIEN DE HARDWARE, VNC

MANDATE DESCRIPTION

Various types of services and maintenance were carried out, such as formatting microcomputers, creating HD images, installing and setting up antivirus software, repairing printers, creating and restoring backups . Technical assistance activities were carried out locally and remotely through VNC.

ROLE AND RESPONSIBILITIES

As technical support, Mr. João Tavares was responsible for providing IT support to MPDFT officials, as well as:

- Formatting of microcomputers
- Creation of HD images
- Installation and implementation of antivirus
- Printer repair
- Creation and restoration of backups
- Remote support via VNC