THIAGO FARIA MENDONÇA

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Professional Summary

Professional with solid experience in technical consulting, working 100% remotely on national and international projects. Advanced English (C2 TOEFL), with excellent communication and experience in multicultural environments. Strong self-management, leadership, and results delivery capabilities under non-disclosure agreements (NDA). Flexible to work in companies of any size, with availability for remuneration in foreign currency.

Professional Experience

Freelance Technical Consultant – Remote (Current)

- Engaged in automation, infrastructure, and technical support projects for national and international clients.
- Responsible for self-management, direct client communication, and solution delivery under NDA.
- Team leadership and remote project coordination.

IT Technician – Ideal Work – Jun 2024 to May 2025

- Performed standard technical support and maintenance tasks to ensure the continuous operation of IT infrastructure and systems.
- Provided technical assistance to end-users, performing effective troubleshooting of hardware and software issues.

Systems Implementation Technician – SD Sistemas – Jul 2023 to Jun 2024

- Collaborated with clients in team preparation and application of operational procedures for new systems.
- Implemented the SD Super and SD PDV systems.
- Configured and managed Windows Server and Linux Server (Ubuntu) environments.
- Administered Firebird databases (backups, integrity checks).
- Developed automation scripts (Python, Bash, Batch) to optimize repetitive tasks (~20% improvement).

Operations Analyst – Moraes Comercial – Dec 2018 to Feb 2022

- Managed daily IT operations, ensuring the availability of critical systems.
- Automated key internal processes using scripts (Python, Batch).

- Conducted training for the team on newly implemented technologies.

IT Manager – Terrali Móveis Planejados – Mar 2012 to Aug 2018

- Led the IT team, overseeing the support and infrastructure areas.

- Planned and executed IT projects aligned with strategic objectives.

- Developed and maintained internal applications to optimize business operations.

- Implemented backup and monitoring routines for servers (Linux, Windows Server).

Technical Skills

- **Support and Troubleshooting:** Level 1/2 Technical Support, Hardware and Software Troubleshooting, Root Cause Analysis, Ticketing Systems, Remote Support Tools, Technical Documentation

- **Operating Systems:** Linux (Ubuntu, CentOS), Windows Server (Configuration, On-premise Troubleshooting, Maintenance, Basic Active Directory)

- **Scripting and Automation:** Python, Bash, Batch Scripting, PowerShell (Basic Knowledge/Learning)

- **Databases:** SQL Server (T-SQL Queries, Procedures/Views/Functions), MySQL, Firebird, Database Administration Fundamentals

- **Cloud:** Azure (VMs, Storage), AWS (EC2, S3)

- **Development and API:** API Support and Testing Fundamentals, Programming Logic, JavaScript (Basic), HTML/CSS (Basic), C#/.NET (Learning), React (Familiarity)

- **Version Control and CI/CD:** Git, GitHub Repositories, CI/CD Concepts, GitHub Actions (Familiarity)

- **Monitoring and Analytics:** Monitoring Concepts, DataDog, Splunk, Tableau (Familiarity)

- **Methodologies:** Agile/Scrum (Understanding of Principles and Practices)

Education

- **Bachelor's in Software Engineering** (On Hold) – Cruzeiro do Sul EAD – Expected: 2027

- **Technical Degree in IT** – CETAP – 2010-2011

- **Teacher Training (High School Level)** – Colégio Estadual Tobias Tostes Machado – 2005-2009

Languages

- **English** – Advanced (C1 TOEFL)

- **Portuguese** – Native