Contact

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   Brazil

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in/wendellcarlos

Skills

Customer Support
● ● ● ● ●

HTML & CSS
● ● ● ●

JavaScript
● ● ●

Cloud - AWS & Azure
● ● ●

Documentation
● ● ● ● ●

Wendell Carlos

Tech Support

About

Tech analyst with solid support backgroud and great learning skills. Troubleshooting, testing and documenting: that is what I do most! I'm currently studying more about cloud services and web development.

Education

2021 - System Analysis and Development
PUC Minas - BTech

2022 - System Development
UFMG - Technician

Career

Mid-Level Tech Support Analyst
Sigga | May 2021 - present

Customer support (B2B); manual and regression testing on SAP and Azure environments, iOS, Android and Windows devices; functional and technical analysis.

Support Analyst
Take Blip | Sep 2019 - Apr 2021

Bot development (JS and APIs), support and validation; document creation; user support (B2B); data restoration (SQL & DataBricks).

Support Analyst
Monetizze | Aug 2017 - Mar 2019

Backlog manegement; sprint control; testing and documenting solutions developed in JS and PHP; customer support (B2C).

Support Analyst
Stefanini | Jun 2014 - May 2017

Customer support in first, second and third level; Windows Server and network management; SLA and KPI control.