



## Contact

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## Skills

Customer Support



HTML & CSS



JavaScript



Cloud - AWS & Azure



Documentation



# Wendell Carlos

Tech Support

## About

Tech analyst with solid support background 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 management; 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.