

# UBIRACI COSTA JR

## IT SUPPORT SPECIALIST

ITIL FOUNDATION V3  
CERTIFIED

## EDUCATION

**DEGREE IN TECHNOLOGY ON SYSTEMS FOR THE INTERNET**  
UNIVERSIDADE DO VALE DO ITAJAÍ - BRAZIL | 2011 - 2015

**EXCHANGE PROGRAM IN COMPUTER ENGINEERING**  
AALESUND UNIVERSITY COLLEGE - NORWAY | 2014 - 2015

## EXPERIENCE

**SERVICE LEVEL 2 WINDOWS EXPERT**  
CANCOM GMBH | SINCE MAY 2019

- Remote and local support for users for level 2 incidents;
- Focus on Windows troubleshooting for Office 0365, Microsoft Office tools, Windows OS & Active directory using Power Shell as supporting tool.

**SERVICE LEVEL 1 EXPERT**  
CANCOM GMBH | DEC 2017 - APR 2019

- Remote and local support for users at ESMA (European Security Market Authority) client for level 1 incidents;
- Triage, classification and troubleshooting of issues following SLAs in place.

**IT END USER SUPPORT COORDINATOR**  
STEFANINI | MAY 2016 - AUG 2016

- Management of the IT end user support team at Philip Morris Brazil client;
- Successfully rolled out iPads, computers and smartphones project at Philip Morris Brazil offices.

**IT ANALYST - TICKET, INCIDENT & SLA MANAGER**  
STEFANINI | OCT 2015 - APR 2016

- IT operation management of local service support L2 operation at BRF - Brasil Foods client;
- Increased quality of service delivered and KPIs of tickets attended on time in 10% after process improvement and team leveling.

**IT ACCESS CONTROL TECHNICIAN**  
BRASIL FOODS | AUG 2013 - JUL 2014

- Access control management for company employees in all systems (SAP, Isosystem, Intranet, Lotus Notes);
- SAP users' management & transaction access errors troubleshooting;
- Network folders and file permissions management.

**IT SUPPORT TECHNICIAN**  
BRASIL FOODS | DEZ 2011 - JUL 2013

- IT Help Desk technician support to national and international employees of the company;
- Windows OS support, troubleshooting, problem solving and updates;
- Network administration with Active Directory;
- Support to software updates and installation of applications.

## CONTACT

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## PROFILE

I am specialist in IT support with more than 5 years of experience, seeking a full-time position with new challenges where I can apply my knowledge and skills for continuous improvement.

## TECHNICAL

- Jira, Service-now, 0800net
- Microsoft Office Package, Exchange, Office 0365, Active directory
- Basic windows server
- Windows OS, Power Shell
- SAP 1st level support
- VM
- Anti-spyware, Antivirus, Bit locker, Encryption software

## SKILLS

- ITIL process of Incident, Change, Problem, Service Request
- Communication
- Customer orientation
- Tasks prioritization
- KPIs tracking
- Process development and analysis
- IT service management