

Brazilian, Single, 27 years.  
Sarutaiá street 186 – AP. 112 - São Paulo/SP  
(11) 9 9295-9710  
victor.westmann@gmail.com  
about.me/victorwestmann

# Victor Westmann

## Goals

---

Work in the 3D industry specially in modeling tasks/work.

## Experience

---

Accenture – TIM (Barueri, SP) 4/2012 to 6/2012

Tester Analyst

- Responsible for regression tests in the 9<sup>th</sup> digit implementation in cell phones in São Paulo, Santo André, São Bernardo, São Caetano and Diadema cities.

Accenture – Vale (Barueri, SP) 10/2011 to 3/2012

Business Analyst

- Responsible for Systems Inventory to keep track of the large amount of systems that were in production and the ones that were being replaced by new applications.
- Responsible to assure high quality and check all needed requirements before software implementation for new software and to replace legacy systems.

Accenture – Bristol Myers Squibb (Barueri, SP) 9/2010 to 9/2011

Jr Programmer

- Handle support requests: Effectively handling client support requests (Help desk tickets) achieving ClearCase operations as branching, merging, labeling, application migrations, training and working with the client for resolving their issues, testing of solutions. Including ensuring that support requests entrance criteria and documentation is complete, conducting impact analysis based on Configuration Management Process.
- ClearCase Support Process: Providing continuous improvements by challenging the automation scripts, both Perl and Unix shell. Maintaining ClearCase documentation updated, ClearCase KD(Knowledge Desktop), providing best practices, FAQ, work instructions, templates.

The ClearCase Administrator handles a large volume of support requests (help desk tickets) that need to be evaluated, estimated and prioritized. Support requests usually have complex issue-problems that need to have careful investigation of their root causes. The client and users have a very low acceptance of rework attributable to support error.

Level Up! (São Paulo, SP) 2/2009 to 6/2010

Project Assistant

- Researches, online gaming tests (MMORPG, FPS, MOBA, RTS) and generation of reports for the brazilian market to support strategical company decisions.

Mapatrans (São Paulo, SP) 10/2005 to 12/2008

Programmer

- Responsible for the reformulation of the company's legacy systems user interface improving its efficiency and usability.
- Free Software based solutions.
- Development of management reports.
- Improvement in internal processes performance.
- Visual identity of the main softwares was strongly reinforced.
- Responsible for the creation and implementation of trainings and software demonstrations.

n4web (São Paulo, SP) 6/2003 to 6/2004

Trainee

- Responsible for small editions on customers websites.

Work Image (São Paulo, SP)

3/1999 to 9/1999

Trainee

- Responsible for the new version of the company's website and for documentation and processes.

---

## Skills

English: fluent.

German: intermediate.

Spanish: basic.

HTML/XHTML: advanced.

Knowledge in CSS, SQL and Java.

---

## Education

Presbyterian University Mackenzie (São Paulo, SP) 2004 to 6/2009

- Graduated at Information Systems.

Visconde de Porto Seguro Unit II (Valinhos, SP) 1999 to 2002

- Finished high school.

---

## Interests

Free software, computer graphics, usability, design and graphical interfaces.