Vinicius Cunha Martins

29 years old

Personal Information

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Professional Summary

I am certified by Microsoft in AZ-900 and by Oracle in Oracle Cloud Infrastructure. I am a final semester student of Internet Systems at SENAC, and I have a degree in Computer Technician. I have professional experience as a Technical Solutions Rep I, Field Service Support, and Customer Order Management.

Education

Bachelor's Degree in Production Engineering, UFF - Universidade Federal Fluminense - (December 2025) - In Progress

Internet Systems, SENAC University Center - (December 2023) - In Progress

Technical High School - Computer Technician, Santa Maria School
(December 2011) - Completed

Additional Courses

Oracle Cloud Infrastructure 2023 Certified Foundations Associate, Oracle (July 2023) - Completed

Apollo Graph Developer – Associate, Apollo GraphQL (June 2023) - Completed

Oracle Cloud Infrastructure 2022 Certified Foundations Associate, Oracle (April 2023) - Completed

IBM Cloud Essentials, IBM (February 2023) - Completed

Data Privacy Fundamentals, IBM (February 2023) - Completed

Business Intelligence Foundation Professional Certificate BIFPC, CertiProf (February 2023) - Completed

Scrum Foundation Professional Certificate SFPC, CertiProf (February 2023) - Completed

Microsoft Certified: Azure Fundamentals - AZ900, Microsoft (July 2022) - Completed

Introduction to Agile, SkillSoft (November 2021) - Completed

Hiring Coders #2 - VTEX IO E-commerce Development Training, Gama Academy (August 2021) - Completed

Hiring Coders #2 - Full Stack Development Training, Gama Academy (July 2021) - Completed

PCAP: Programming Essentials In Python, Cisco Networking Academy - OpenEDG Python Institute (November 2020) - Completed

Languages

Spanish - Advanced
English - Advanced

Professional Experience

DXC Technology
Technical Solutions Rep I since November 2021

Specialized Service Desk Analyst (2nd level) serving Itaú Unibanco, resolving interactions/incidents via Service Now according to the service catalog (ITIL methodology);

Remote configuration of microinformatics (Active Directory, Azure AD, GPO, Windows Credentials, Virtual Machines, JumpServer, VMWare Virtualization, Mainframe OnWeb Platform, Environment Variables, SAP Environment Settings, SAS Settings, Docker Installation/Configuration, WSL2, Hyper-V, Configuration Manager, Disk Cleanup, Intune, Azure Endpoint, Microsoft Teams, Office 365 Suite, troubleshooting, Administrative Station, Avaya Configuration, Cisco Jabber, Genesys Workspace PJ, Genesys BarPhone, CTI and WDE Softphone, SCCM configuration and repairs, printer setup, PDF manager, SSO, MFA, RSA SecurID, Cisco AnyConnect VPN, Security Certificates, BlueCoat proxy, Proxy, Bitlocker Recovery);

AFMED Hospitalar
Administrative Analyst - May 2018 to July 2020

Administrative coordination and support for Sales and After-Sales, performing the following activities:
• Administration, Finance, and Logistics;
• Verification and monitoring of cash flow and investment viability;
• Control of accounts payable and receivable;
• Document archiving;
• Issuance and control of invoices through the SEBRAE issuer;
• Issuance of duplicate invoices;
• Management of documentation relevant to the administrative area;
• Relationship with banking institutions;
• Purchase of office materials and supplies;

 Handling official documents;
• Daily and monthly reports using MS Power BI and MS Excel tools;
• Collecting data; creating calculation spreadsheets; creating organizational charts, flowcharts, and schedules;
• Creating internal procedures to assist sales, after-sales, and administrative teams;

• Goods receipt/dispatch;
• Product packaging;

• Intermediate use of Microsoft Excel.
• Advanced use of Microsoft Word.
• Advanced use of Microsoft Outlook.
• Intermediate use of Microsoft Power BI.

Atento Brasil S/A
Technical Support Level 3 - November 2014 to May 2017

IT Field Service Support Technician III on behalf of Live TIM

Field Service Support (repairs, installations, corrective maintenance, and preventive maintenance), handling requests via BSS (Business Support Systems) and other company-specific tools (Amdocs, Oracle, etc.).
Phone support via PABX.
Technical analysis and provisioning of customers on Alcatel Lucent ISAM 7330, ZTE 350M, and ZTE 9806H management equipment.
Screening and better management of the SLA contracted by the customer for their demand. Customer provisioning on company equipment with application of SVLAN and CVLAN, QoS, etc.

Customer Order Management on behalf of TIM Brasil for Gov., Wholesale, and TOP Clients.

Backoffice Assistant - Customer Order Management using Microsoft CRM Dynamics Integra and Clarify CRM tools, monitoring post-activation technical requests for data and voice project technical changes, address changes, and equipment removal. Screening and better management of the SLA contracted by the customer for their demand.
Technical cancellations via Microsoft CRM Dynamics and company-specific tools.
Support for corporate implementation:
Site Survey and technical implementation kickoff activities.
Assistance to the process team, promoting continuous improvement in internal processes and suggesting enhancements to procedures.

Administrative activities related to the area:
Control and issuance of analytical reports.
Intermediate use of Microsoft Excel.
Intermediate use of Microsoft Outlook.

Colégio Santa Maria

Technical Internship in Informatics - January 2011 to December 2011

Assembly, maintenance, configuration, monitoring of the computer lab, and proper recycling and disposal of materials.

Additional Information

Driver's License AB (for remunerated activity)

Publication of an article on "Digital Inclusion in Schools" in the EDU.TEC Digital Scientific Journal of FAETEC - Vol. 2, No. 1, p. 121 (2013) accessed at: <http://www.faetec.rj.gov.br/images/revistas/pdf_edutec/edutec_2013-2.pdf>