

Contato

021-979820741 (Mobile)
vcunha@id.uff.br

www.linkedin.com/in/vcmartins
(LinkedIn)

Principais competências

IBM Cloud

Operações de TI

Business Intelligence

Languages

English (Professional Working)

Portuguese (Native or Bilingual)

Spanish (Full Professional)

Certifications

Microsoft Certified: Azure
Fundamentals

Data Science for Business - Level 1

Remote Worker Professional
Certificate - RWPC™

Scrum Foundation Professional
Certificate

Programa de Treinamento Hiring
Coders - FASE#2 - Desenvolvimento
E-commerce VTEX IO

Vinicius Cunha Martins

Technical Solutions Rep I @ DXC Technology | Microsoft Certified:
AZ-900 | IBM Cloud | Business Intelligence BIFPC™# | Scrum
SFPC™#

Rio de Janeiro, Brasil

Resumo

I'm learning Front-End hard skills to be a Front-End developer. I am Azure Fundamentals Microsoft Certified, IBM Cloud Essentials certified, IBM Data Science for Business certified, Scrum SFPC and Business Intelligence BIFPC CertiProf certified and a service desk analyst at DXC Technology on behalf of Itaú Unibanco.

Experiência

DXC Technology

Technical Solutions Rep I

novembro de 2021 - Present (1 ano 4 meses)

Rio de Janeiro, Brasil

Service Desk Analyst (2° level) on behalf of Itaú Unibanco solving interactions/incidents via Service Now using ITIL methods;

Remote support in microinformatics (Active Directory, Azure AD, GPO, Windows Credentials, Virtual Machines, JumpServer, VMWare virtualization, Mainframe OnWeb Platform, Environment Variables, SAP Logon configs, SAS configs, install and configuration of Docker, WSL2, Hyper-V, Configuration Manager, Clean Disk, Intune, Endpoint Azure, Teams, Office 365, troubleshooting, Avaya management, Genesys Workspace, CTI and WDE Softphone, SCCM, printer, PDF, corrections on administrative stations (EA/Cockpit), MFA, RSA SecurID, Cisco AnyConnect VPN, Security Certificates, BlueCoat proxy, Proxy, Bitlocker recovery);

Atento Brasil

2 anos 7 meses

Customer Order Manager

outubro de 2015 - maio de 2017 (1 ano 8 meses)

Rio de Janeiro

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

Customer Order Management via CRM Dynamics Integra and Clarify CRM;
follow-up of technical post activation incidents on data and voice circuits,
address changes and equipment withdrawals;
Screening and better management of customer demand within the contracted
SLA;
Technical cancellation via CRM Dynamics and other company's tools;
Enterprise deployment support;
Site Survey and Kickoff activities.

Administratives routines relevant to the area:
Creation, control and issuance of analytical reports;
Intermediate use level in Microsoft Excel.
Intermediate use level in Microsoft Outlook.

Field Technical Support Operator III
novembro de 2014 - setembro de 2015 (11 meses)
Rio de Janeiro, Rio de Janeiro, Brasil

IT, network and telecom Field Service Remote Support Technician III on behalf
of Live TIM

Field Service Remote Support (repair, installations, corrective maintenance
e preventive maintenance) via enterprise tools (Amdocs TOA ETA-Direct,
Oracle, etc).
Support handling erros and massive failures.
Escalation and routing massive failures to NOC TIM.
Answer phone calls via Avaya.
Technical analysis and provisioning of customers on Alcatel Lucent ISAM
7330, ZTE 350M and ZTE 9806H managements.
Screening and better management of customer demand within the contracted
SLA.
Application of SVLAN, CVLAN, QoS in the company's management tools.

Administratives routines relevant to the area:
Creation, control and issuance of analytical reports;
Intermediate use level in Microsoft Excel.
Intermediate use level in Microsoft Outlook.

Formação acadêmica

Universidade Federal Fluminense

Bachelor of Engineering - BE, Production Engeneering · (2019 - 2025)

Centro Universitário Senac

Technological Graduation, Internet Systems · (2021 - 2023)

Colégio Santa Maria

Computer technician, Computing · (2009 - 2011)