

Walysson Tabosa,

BEng, MScIT.

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Summary

Passionate about technology and eager to learn, I am transitioning from contract administration and logistics to the IT field. I just recently graduated in Master's in Applied Information Technology, I bring strong customer service experience and a background in production engineering. Seeking to leverage my diverse skills and dedication to continuous improvement in an IT role.

Education

- Bachelor of Engineering / Production - Asces-Unita Centro Universitário (Brazil)
 - Graduated - Dec/2019.
- Master of Applied Information Technology - Victoria University (Sydney-Australia)
 - Graduated - Jun/2024.

Relevant Experience

IT Support Engineer - Internship - Sazae Pty Ltda (Sydney) Jul 2024 - Ongoing

- Provide IT support and management for clients as part of a Managed Service Provider (MSP) team, ensuring reliable and efficient service delivery.
- Offer AWS Cloud support, including managing cloud infrastructure, troubleshooting, and optimising performance.
- Maintain and support internal IT systems, ensuring smooth day-to-day operations and assisting with technical issues.
- Update and maintain the company's website, contributing to web design and content management to enhance the online presence.

Logistics Contract Administrator - Mappyng Bolsas (Brazil) Jan 2018 - Dec 2021

- Managed and administered all issues related to company contracts and service/logistics contractors.
- Mediated with company contractors and internal team to ensure compliance with contract terms.
- Coordinated contract administration to avoid fraud, errors, and non-execution of contractual terms.

Certifications and Exams

- AWS Certified Cloud Practitioner
 - Sept/2024 ([Check Certification](#))
- English Exam
 - Sept/2024 ([Check Exam Results](#))

Projects

Portfolio Project - Cloud Resume Challenge

Sydney, Australia

Sep 2024 - Oct 2024

- Designed and implemented a serverless architecture using AWS services, including S3, Lambda, API Gateway, and DynamoDB, to host a personal resume website with a live visitor counter.
- Configured AWS Route 53 for custom domain registration and used CloudFront for content delivery, ensuring high availability and security by redirecting HTTP traffic to HTTPS with AWS ACM certificates.
- Developed a frontend in HTML, CSS, and JavaScript to create a responsive, user-friendly interface that dynamically updates visitor count in real-time.
- Automated deployment process with GitHub Actions for CI/CD, streamlining the website's updates and version control, which enhanced development efficiency and reliability.
- View project live here: (<https://www.walyssonsantos.com>)

Deep Learning Research Project - Passenger Demand Prediction

Victoria University, Sydney, Australia

Jan 2024 - Jun 2024

- Conducted research on predicting passenger requests on the New South Wales transport system using deep learning models.
- Developed and implemented BiLSTM and LSTM architectures to analyse temporal and regular patterns in passenger data.
- Built a highly accurate forecast model achieving predictive intelligence accuracies of over 85%.
- Conducted systematic data collection, processing, model development, simulation, and evaluation.
- View project report here: ([Check Report](#))

Technical Skills

- | | |
|---|--|
| ○ Programming: HTML, CSS, Python. | ○ Cloud Computing: AWS cloud services. |
| ○ Cyber Security: Fundamental principles and practices | ○ Data Analysis: Analytical skills in data interpretation |
| ○ Networking Systems: Fundamental networking concepts | ○ Neural Network & Deep Learning: Fundamental understanding |
| ○ Project Management: Experience in managing projects and coordinating teams | |

Professional Skills

- | | |
|---------------------------|----------------------|
| ○ Contract Administration | ○ Team Collaboration |
| ○ Logistics Management | ○ Adaptability |
| ○ Customer Service | |

Languages

- English (Fluent)
- Portuguese (Native)