

Alvacir Wesley Kalatai Alberti

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Currently pursuing a Bachelor of Science in Computer Science, with concentrations in Robotics, Embedded Systems and Information Security. With almost four years in the software development service and customer care industries with strong problem resolution skills and interpersonal communication and leadership. Honed abilities in programming along the years as a mobile developer and Computer Science/Engineering student. Seeks to gain a Software Developer or Cyber/Information Security position with a growing and innovative company, preferably in the areas of manufacture and/or agriculture.

EDUCATION

Bachelor's Degree - Sciences and Humanities

Aug 2018 - Aug 2020

Pontifícia Universidade Católica do Paraná, Curitiba

Associate of Science

Aug 2018 - Aug 2020

Kent State University, Kent, OH

Graduated with Distinction

GPA 3.91

Bachelor of Science (B.S.) - Computer Science

Aug 2018 - Dec 2022 (Expected)

Kent State University, Kent, Ohio, Kent, OH

Concentration in Information Security, Robotics and Embedded Systems

Current GPA 3.93

Member of ALD and PBK honor societies.

EXPERIENCE

Senior IT Support

Aug 2021 - Present

Kent State University, Kent

Work in a small team, where we must attend to IT support requests from Kent State's faculty.

Troubleshoot and repair faulty equipment, mainly computers, printers, monitors and peripherals.

Go to faculty offices and classrooms to troubleshoot and resolve urgent problems.

Android Developer

Jan 2016 - Jul 2018

UnderControl Software, Curitiba, Parana

Worked in a small team where everyone needed to communicate very effectively with each other to be successful in our projects.

From time to time had to offer maintenance services to clients, troubleshooting and repairing defective hardware and offer support to software related problems.

Went to field to see what were the problems our clients were facing to build the proper solution for them. This included visiting their place, observing the workflow, talking to the owners/managers of the establishments, building prototypes of the applications and finally building the application on Android.

Single-handedly built a plethora of mobile solutions for our clients, helping them with tasks ranging from internal management to collecting orders from their clients.

Made all the choices regarding APIs and frameworks for Android development, having to correctly access what were the functionalities needed and how to achieve them.

Phone Representative

Jul 2015 - Dec 2015

BTCC - BrasilTelecom Call Center, Curitiba, Parana

Handled incoming calls from a national call pool and customized answers and offers based on the caller's location.

Initiated phone calls to current customers to ensure satisfaction with products and services.

Maintained detailed records of all customer interactions and transactions to ensure all representatives and management had the correct information.

Produced call reports on a weekly basis for management.

Provided technical support for customers who needed assistance with services or products purchased.

Used cold calling methods to update potential or current customers on new products or deals.

Office Intern

Sep 2013 - Jun 2015

Industria e Comercio de Madeiras A.Z.A. Ltda, Imbituva, Parana

Worked handling the majority of paperwork regarding a plywood manufacturing company.

Handled calls from prospective buyers, made invoices and passed on to production.

Kept the logs of available raw material for manufacturing products and remaining stock ready to sell.

Paid bills, got mail, and sorted any issue that needed attention in person.

SKILLS

Expert in: Excel, MS Office, C#, Java, Kotlin, JavaScript, MySQL, AWS, Heroku

Intermediate in: C++, C, Flutter, Dart, MongoDB, Azure