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SUMMARY

Originally from Brazil, I am a senior Computer Science major, with concentrations in Information Security, Robotics and Embedded Systems, with interest in the fields of data science, network security, and robotics applied to agriculture. Currently working with the EHHS Information Technology team at Kent State to put my skills to good use and develop problem-solving and customer care skills while I'm finishing my degree. Some of my personal projects are trying out different web development frameworks and techniques, also building miscellaneous automation tools in various programming languages.

EXPERIENCE

Kent State University, Kent, OH — *IT Support Analyst*

AUGUST 2021 - PRESENT

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 solve urgent problems.

UnderControl, Curitiba, PR, Brazil — Lead Android Dev.

JANUARY 2016 - JULY 2018

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

Offer occasional maintenance services to clients, troubleshooting and repairing defective hardware, and offer support to software-related problems.

Worked directly with our clients to determine the issues they had, building custom-made applications for their needs.

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

SKILLS

Proficient in Excel and all other Office suite tools.

Proficient in the languages:

- C++
- C#
- Java
- Python
- PHP
- Kotlin
- Javascript

Databases:

- MySQL
- MariaDB
- MongoDB
- SQLite
- PostgreSQL

Cloud:

- AWS
- Azure
- Heroku

LANGUAGES

Fluent: Portuguese, English
Advanced: Spanish
Some: Ukrainian

BTCC Brasil Telecom, Curitiba, PR, Brazil — *Phone Rep.*

JULY 2015 - DECEMBER 2015

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

Com. de Madeiras A.Z.A. Imbituva, PR, Brazil — *Office Intern*

JANUARY 2013 - JULY 2015

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

Handled calls from prospective buyers, made invoices and passed them 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.

EDUCATION

Kent State University, Kent, OH — *B.S. in Comp. Science*

AUGUST 2018 - CURRENT

Senior (Expected graduation date December 2022)

Concentration in Information Security, Robotics and Embedded Systems

Current GPA 3.93

Member of ALD and PBK honor societies.

Kent State University, Kent, OH — *Associate of Science*

AUGUST 2018 - AUGUST 2020

Graduated with distinction and a GPA of 3.91.

PUCPR, Curitiba, PR, Brazil — *Interdisciplinary Bachelor*

AUGUST 2018- AUGUST 2020

Graduated with honors from the first class of PUCPR's pioneer program in conjunction with Kent State University.