

WESLEY JUNIO DOS SANTOS SILVA

PROFESSIONAL SUMMARY

Talente experienced in resolving high-volume service requests with exceptional speed. Minimises resolution times through proven expertise in troubleshooting, solutions and updates. Proficient in ticketing systems. Self-disciplined professional with ample experience in IT, customer service and technical support. Adept in troubleshooting, diagnosing and designing computer systems to customise client needs. Eager to enhance skills and achieve growth in organisation.

WORK HISTORY

IT Support Technician, 02/2022 - Current

Home Gallery, Ennis, Clare

- Performed Planned Preventative Maintenance, repairs and technical upgrades for well-mobilised operational teams.

IT Specialist, 06/2017 - 11/2021

Betha Shield Group, Pirenópolis, GO

- Designed hardware and software solutions that minimised downtime, generating cost savings.
- Implemented new connectivity network configurations, improving overall network capabilities.
- Maintained and performed hardware repairs on computers and peripherals, including Windows, Mac, Linux, and servers devices.
- Organised workspaces for employees with computer, monitors and associated cabling or equipment.
- Conducted server back-up and recovery operations in line with protocols.

Assistant Manager, 02/2015 - 06/2018

Pousada Walkeriana, Pirenópolis, GO

- Addressed customer issues calmly and professionally, delivering quick, successful resolutions.

EDUCATION



7 Morrissey Avenue,
Cloughleigh, Ennis, Clare
V95A7VC



0872090782



wesjrpiri@gmail.com



Brazilian

SKILLS

- Network configuration
- System upgrades
- Office 365
- CSS
- Hardware maintenance
- Vendor management
- Workflow management

Developer, IT

Alura - Ennis

High school, 11/2016

Colegio Comendador Cristovam de Oliveira - Pirenópolis