WASHINGTON ROCHA

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ABOUT ME

Strong set of skills involving continuous improvement, people management and goal orientation, with knowledge of Scrum, agile methodologies and always focused on adding to the team I'm working with, maintaining excellent communication in a clean and objective way, aiming for the best performance and using teamwork to deliver results and accomplish tasks in an agile way. A highly innovative leader, focused on business strategy, improving value and committed to direct results, targeting commercial and financial objectives.

EXPERIENCES

IT Support Analyst - TIVIT | São Paulo

June 2024 – Current

- *Technical leader of an observability team.*

- *Monitoring critical environments.*

- *Plans, tests and partnerships in the implementation of new hardware infrastructure equipment.*

- *Monitoring hospital applications.*

- *Using information systems to improve the efficiency of business processes, making recommendations for the implementation of new systems or necessary upgrades that better meet the requirements of the client and the company.*

- *Ensuring the quality of user service solutions.*

- *Guide the implementation of company solutions by leading and communicating, generate well-written documentation and presentations.*

- *Solving problems related to the commercial use of implemented systems or processes, working with system or process owners and project teams to find acceptable solutions.*

- *Supporting international teams to resolve problems in the client's environment*

- *Carrying out some QA and DBA demands.*

IT Support Analyst - Boston Scientific | São Paulo

October 2023 - June 2024

- Organize and perform installations of infrastructure items, moving, adding and changing (iMac), monitoring network hardware and end-user equipment: Printer, Laptop, Desktops.

- Troubleshoots problems related to IP telephony, computers and network devices.

- Plans, tests and partners in the implementation of new hardware infrastructure equipment.

- Provides guidance and technical knowledge to users related to hardware and software.

- Using information systems to improve the efficiency of business processes, making recommendations for implementing new systems or necessary upgrades that better meet the requirements of the client and the company.

- Ensuring the quality of user service solutions.

- Guide the implementation of company solutions by leading and communicating, generate well-written documentation and presentations.

- Solves problems related to the commercial use of implemented systems or processes, working with system or process owners and project teams to find acceptable solutions.

- Responsible for liaising with suppliers of technology-related equipment.

- Responsible for monitoring and maintaining the CPD in good condition, complying with all standards and procedures.

- Responsible for the inventory, maintenance and classification of all the machines in the DC.

- Access management in the Activity Directory.

- First-level support for SAP demands.

- Responsible for managing the air conditioning system in the medical products destruction center.

- Advanced knowledge of network equipment and IT infrastructure support.

- Knowledge of operating systems and network troubleshooting.

- Knowledge of structured cabling and installation of network infrastructure equipment.

- Support for audio and video solutions.

- Collaboration with global teams to resolve problems.

IT Project Analyst - PHS Brasil Consultoria em Informática | São Paulo

July 2021 - October 2023

- Responsible for managing and monitoring the life cycle of a project, ensuring that all stages are carried out efficiently and within the established deadlines.

- Drawing up project execution, communication and monitoring plans

- Deploying projects and cloud environments. Ensuring that all information and events are recorded and are

- Available for consultation.

- Drawing up and monitoring the project schedule.

- Developing strategic project plans, based on logical framework approaches.

- Maintaining project deadlines, objectives and communications. Assist in project management, using social and technical skills.

- Managing strategic projects, working with hybrid methodologies.

- Define and draw up project planning and development.

- Analyze and break down larger tasks into smaller, more manageable models.

- Identifying the roles and skill levels required for the project. Implementing Microsoft tools and the entire 365 environment.

- Inventorying IT assets and preparing equipment. Administering Microsoft and Google partners.

IT Support Analyst - PHS Brasil Consultoria em Informática | São Paulo
July 2021 – October 2023
Technical support for more than 80 companies:

Cloud systems:

- *SharePoint, OneDrive and Google Drive.*

- *Email management:*

- *Microsoft 365, Locaweb, G-suite, HostGator, Mandic Mail, Terra Mail and others.*

Email configuration:

- *Outlook, Thunberbird, Mail and Email.*

Antivirus management:

- *Kaspersky, ESET, BitDefender and Panda Endpoint*

Operating Systems:

- *Windows XP, Windows 7, Windows 8, Windows 8.1, Windows 10 and MAC.*

Support:

- *Installation and configuration of local and network printers and scanners.*

- *Error checking of the operating system and its applications.*

- *Cloning disks and formatting Windows operating systems.*

- *Server connection problems, whether accessing a shared folder or via TS.*

Servers:

- *Checks for alerts such as Offline Server and offline environment.*

EDUCATION

Bachelor of Software Engineering

Estacio de Sá University, São Paulo, 2024 – Ongoing

Computer Network Technologist

Brazilian University Center–UNIBRA, Pernambuco, January 2020 – July 2022

Computer Network Technician

Luiz Dias Lins State Technical School, Pernambuco, January 2017 – November 2019

COURSES

DevOps

Udemy, February 2023 – 2023

Information Technology Security

Bradesco Foundation, April 2022 – 2022

Introduction to Pentest in Practice

Desec Security, February 2022 – 2022

Information security

Federal Rural University of Pernambuco, October 2020 – 2020

Introduction to Haking and Pentest 2.0

Solyd Offensive Security, January 2023 – 2023

SKILLS

- Ease of learning
- Time management
- Communication skills
- Advanced Analytical Thinking
- Software Logic
- user interface
- Adaptability
- Ability to multitask
- Leadership
- Ability to work in a team.
- Programming
- Software troubleshooting
- User experience
- Proactive

LANGUAGES

Portuguese
- *Native*

English
- *Intermediate*

Spanish
- *Basic*