WELLINGTON R CANDIDO | Computer Engineer

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PROFESSIONAL PROFILE

I am a motivated Computer Engineer with excellent professional ethics, with over 17 years of experience providing effective information technology support. I am recognized for my solid experience and ability to apply technical knowledge to effectively analyse and solve problems. With strong experience in system analysis, data bases, software, maintenance, support and systems implementation, I am look for an opportunity to connect my vast knowledge to new challenges.

KEY EXPERIENCE AND ABILITIES

- Extensive experience analyzing and developing solutions related to system problems and routines, providing ongoing maintenance and support for complex systems in a corporate environment.
- Complete domain of SQL language to develop specific reports for users, automate and create scripts and system routines.
- Strong experience solving complex problems, performing incident analysis and documenting processes.
  Experience ensuring complete customer satisfaction through differentiated service and adequate support to solve demands.
- Proven experience administering servers and systems, managing backup of user-specific files.
- Experience developing web, able to develop, maintain and update systems.
- Strong knowledge to maintain and support hardware such as desktops, laptops, routers and related devices on networks, as well as configuring them according to the environment.
- Experience implementing new systems and applications, assist with improvements, including upgrades and enhancements to existing systems and applications to enhance business processes.
- Deep knowledge to produce reports, identifying problems and causes.
- Exceptional communication skills, able to develop healthy relationships.
- Strong ability to plan and prioritize tasks and attention to detail.

TECHNICAL SKILLS

- Systems: Windows, Linux, Mac OS
- Databases: Oracle, SQL Server, MySQL, Microsoft Access
- Languages: VB6, SQL, HTML5, ASP, CSS, C#, JavaScript
- Software: MS Office, CMS Open Sources
- Tools: IIS, Docker, VMWare, Hyper-V, Selenium WebDriver, GLPI, PowerShell, Jira
- Network: TCP / IP, IPV4 and IPV6, DNS, DHCP
- Development Methodologies: Scrum, Kanban
- Advanced English | Native Portuguese

CERTIFICATIONS

- Microsoft C# 2010
- Microsoft SQL 2008

EDUCATION

- **Advanced Diploma of Information Technology** | Wells International College Pty (https://www.wic.edu.au/), Sydney, Australia (Currently).
- **Diploma of Project Management** | Australian Pacific College (https://www.apc.edu.au/), Sydney, Australia (2021).
- **Diploma of Website Development** | Wells International College Pty (https://www.wic.edu.au/), Sydney, Australia (2020).
- **Bachelor of Computer Engineering** | Assuncao University Centre (https://www.unifai.edu.br/), Brazil (Dec/2012).

PROFESSIONAL EXPERIENCE

SG FOODSERVICES PTY LTD | SYDNEY, NEW SOUTH WALES (MAR/2019 TO CURRENTLY) | https://www.pendolino.com.au/

POSITION: IT COORDINATOR AND SUPPORT

- Responsible for identifying, diagnosing and analysing system and network problems, offering effective solutions.
- Liable for maintaining and managing networks and computing environments, including computer hardware, server, software and applications.
- Accountable for the formatting of data to create weekly KPI reports.
- Identify gaps between system and databases, recommend suggestions and monitor database and system.
- Liable for understanding the complexities of the systems, applications, platforms, and web solutions.
- Analyse business processes and update standard operating procedures (SOP).
- Responsible for managing and maintaining the security system.
- Accountable for updating the design and development of database system according to the necessary specifications and system components.

KEY ACHIEVEMENTS:

- I participated in the project to implement a new Internet (Telstra), improving speed and ensuring greater operational efficiency.
- I performed the updating, maintenance and creation of a new system routine in Visual Basic, used to manage specific Roster Coster module, resulting in greater visibility for the entire team.

INNOVAPACK PACKAGING LTD |SAO PAULO, BRAZIL (MAR/2014 TO APRIL/2017) | https://www.innovapack.com.br/

POSITION: SYSTEM ANALYST

- Responsible for supporting system users, identifying, analysing and solving all processes of the system.
- Accountable for implementing a system test plan on the test environment according to each ERP module-specific.
- Develop the report in SQL language, providing guidance and assistance to users in the system according to business requirements.
- Develop procedures and prepare documentation, as well as provide training for specific users of the system.
- Liable for updating a new version of the system to ensure the integrity of the system.
- Maintain and manage computer networks and environments, including computer hardware, software and applications.

KEY ACHIEVEMENTS:

- I developed a new specific system for the PCP department in Visual Basic for production order management, directly connecting via ODBC by the main ERP System (Oracle Fusion Middleware 11g), reducing the production bottleneck by 12%.

DIGISYSTEM SPECIALISED SERVICES LTD | SÃO PAULO, BRAZIL (APRIL/2013 TO MAR/2014)

https://www.digisystem.com.br/

POSITION: TEST ANALYST

- Assess software bugs and compile findings along with resolution techniques in documentation to disseminate to programmers.
- Create accurate and efficient test scripts in Web System to manage automated testing of certain products and features.
- Debug code and locate root causes of problems by reviewing configuration files and logs.
- Identify bugs and issues within system and apply troubleshooting techniques for mitigation purposes.

PRODATA MOBILITY BRASIL S.A | SAO PAULO, BRAZIL (NOV/2011 TO APRIL/2013)

POSITION: TEST ANALYST

- Test software on equipment involving business rules of various projects.
- Responsible for solving system related issues (C#), at Debug level in the code, detecting system failures.
- Perform tests related to system input and output information, and present test reports using Crystal Report.
- Verification of the data inserted in the database (SQL Server and Oracle) with access for analysis in procedures, selects, inserts, update, views among others.
- Installation of environment for conducting the tests.
- Verification of physical and logical problems (Application).
- Liable for testing of file generation and binary processing.