

Focus

As a basic computer skills instructor, I seek to evolve my knowledge so that I can start working as a developer as soon as possible.

I enjoy learning and teaching those around me, focusing on completing all the activities I propose to develop with excellence.



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Robson Da Silva Ferreira

Objective

Developer | Programmer
Information Technology

Experience

Stefanini Consulting and IT Services S.A

Feb/2021 – Apr/2025

Junior Support Analyst

- Remote support/Orientation for field technicians, aimed at correcting and configuring software and hardware for the Shell Box Client;
- Management of corrections and configurations for Link, API Rufus, Concentrators, HeartBeat failures, Printers, POS, Switches and Preventive Maintenance;
- Validation of necessary evidence required by the clients contract When identifying the need for equipment replacement such as printers, racks, switches, etc.

INTERNAL OPERATION PROJECT

Approved by management, in progress:

Development of processes and service standards through data ingestion via forms to generate real-time service reports in Power BI.

Fasa Informática Ltda

Apr/2018 – Out/2018

Support Analyst

- On-site support at stores or clients for computer and notebook maintenance and support related to the company's system.

• Digisystem Serv. Esp.Ltda

Oct/2012 – Sep/2017

Resident Support Analyst

- Provided services at the SENAC network, Piracicaba unit, monitoring queues/tickets in the client's IBM system, as well as periodic updates of operating systems and software used in commercial routines.

Education

Currently studying at ROCKETSEAT

HTML, CSS3, JAVASCRIPT, PHP, REACT etc.

UNIASSELVI , Blumenau - SC

- Degree: Analysis and Development of Systems.
Status: Completed. Dec-2023.

SENAC , PIRACICABA - SP

- Degree: Technical in IT.
Status: Completed. Dec--2012.