

Ricardo Campos Porto
System Support Analyst / IT Technical Support Engineer on English, Portuguese and German languages.
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On the last 5 years of my professional life I worked as Local support engineer including Windows 10/11 Rollout.

All jobs from the last 5 years:

*09/2023 - 10/2023 - eccolife.org - Development of a new Social Media using Python Django.

*03/2023 - 08/2023 - BASF Brazilian Project - Help Desk support for BASF employees in Germany.

*08/2021 - 11/2022: WIPRO – Windows 10 Rollout project at ABBOTT Germany in Wiesbaden.
I was the technician with the highest number of positive evaluations by the end user.

*04/2021 - 07/2021: holidays in Portugal

*08/2020 - 03/2021: Windows 10 Rollout project with user technical support.
Development of a new system enabling machine operators to create tickets more easily.

*04/2019 - 07/2020: Bundesdruckerei Berlin - Windows 10 Rollout project with technical user support.
I idealised and developed a new and more efficient ticket handling system. (This new system was adopted by many major companies in all world, and it is about to change the process of support to users in ITIL in all world.)

*08/2018 - 01/2019: Lufthansa (Fujitsu Siemens) Support for all levels of Lufthansa users at Munich Airport in Germany.

*11/2016 - 07/2017: European Patent Office – First-level technical support for all EPO users in Munich, Germany.

General skills:

- Experience working with the most advanced ticket systems on the market (Service Now, IET etc...)
- Quick solution for any issue relating IT equipment and peripherals.
- Imaging (Windows 10, 8, 7 etc...) and the delivery of new laptops for users.
- Installations of any needed application on user PC's, Ex: Office, Ms Teams, Lotus Notes (Profile copy), etc.
- Vast experience on IT local support, remote and field support.
- Assembling of new working place, including set up of monitors, dock station, mouse, keyboard, sound, LAN and Telephone patching, energy cables etc.
- User guiding and training.
- Data transfer using C\$ command or network.
- Active directory bases (Users and Computers) including experience with SCCM and regedit.
- Setup of printers using USB or IP. Experience with label printers and all conventional or industrial printers.
- Setup of industrial scanners / Brake and fix of scanners / OS setup.
- Installation of OS and applications on sealed industrial computers and terminals.
- Repair of sealed industrial computers and terminals.
- Installation of system applications using SCCM (Software centre) / USB/CD / Network / Official websites or any other permitted means.
- Setup or copy of user data profile for the new computer, ex: Lotus Notes user profile.
- Scheduling and management of equipment repairs with the manufacturer.
- Support of cell phones, tablets, Pc's – Break & Fix. (Replacement of display, battery etc. "if possible")
- Used to make quickly and efficiently researches for any kind of technical support using Google.com

Tools:

Windows – Win 2000, XP, Vista, 7, 8, 10, 11, Server 2012.

Windows applications – Office (Word, PowerPoint, Excel, Outlook, Excel etc.) MS Teams, Bit locker, Software Centre.

Windows admin – Active Directory, SCCM (IP), DHCP, Citrix interfaces, Emulator de Terminal, Remote Access, Reg. Editor.

IBM Database Admin DB42– Flashback, AS400, Installation of terminal emulator (GER42), DB2, IMS, Lotus Notes.

Adobe – Photoshop, Adobe Acrobat Pro, Adobe Acrobat, Premiere... Adobe Cloud.

Browsers – IE, Edge, Google, Mozilla, Safari.

Others – Bomgar (Remote Access), Flexera (Stock control).

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Studies & Training:

- Project Manager - Level D // 2 °)
- Fluent Portuguese, Fluent German (C1), Fluent English (TOEIC), Intermediate French, Intermediate Spanish.
- Completed Internal Training for Systems Analyst at Itaú Bank - São Paulo – Brazil. IBM Database administrator - DB54 DB2.
- Business Administration - UNIP - SP (Incomplete)

Older professional experiences:

Munich – Germany:

01.2016 – 08.2017 – www.Ecoolife project (Learning industrial 3D printer)
07.2015 – 12.2015 – Ecoolife.org (Phase 3)
01.2014 – 01.2015 – Tech - GPS Transporting monitoring.
06.2013 – 12.2013 – www.Ecoolife project (Phase 2) development.
02.2011 – 06.2013 – Hotel Manager with project development for a hotel network based in Munich (Prinz Hotel).
06.2008 – 12.2009 – IT RH – iXtra AG – Munich
06.2007 – 05.2008 – Owner A.R.M.A. Creative Pool – Advertisement production / Marketing.
01.2007 – 05.2007 – First level support to MAN in Munich.
04.2006 – 12.2006 – Hard Rock Café Munich (Sub-manager)

Dublin – Ireland:

09.2004 – 11.2005 – Restaurant manager – Chiefs Temple Bar.

São Paulo – Brazil - MAINFRAME Experience:

01.2000 – 08.2002 – Itaú bank - System Analyst / software development.
08.1999 – 12.1999 – Origin do Brazil – Y2K Project.
10.1997 – 07-1999 – Owner of Braslimp LTDA.
12.1986 – 09.1997 – Support Analyst Itaú Bank

Kind regards,

Ricardo Campos Porto



01/03/2024