João Paulo Oliveira Cordio

IT Enthusiastic - www.cordio.com.br

joao.cordio@gmail.com

083 313 2234

Cork, Ireland

I am looking for relocation to software development area, I am Brazilian and EU Citizen with Bachelor of Computer Science with 10 years of experience in customer service, web design and development and technical support. I can be creative when it comes to solving problem. The years that I spent working with customer service brought me the ability to understand users, be very practical to identify problems and lead solutions while keeping the best standards of quality in service.

WORK EXPERIENCE

Senior Technical Support Specialist
ClickDimensions

11/2019 - Present   *Cork, Ireland*

Achievements/Tasks

- Efficiently resolve support tickets to our customers' satisfaction by conducting in-depth support sessions though any available support channels;

- Provide mentorship for TSS – Tier I support agents regarding support cases, technical knowledge and feedback;

- First level escalation point for TSS - Tier I Support Agents;

- Update documentation as needed to improve customer self-help and internal technical information;

- Proactive monitoring of services to escalate accordingly to provide first level incident response documentation and organization;

- Provide detail escalation analysis, reproduction and documentation for all issues routed to Tier III support.

Technical Support Specialist
ClickDimensions

04/2019 - 11/2019   *Cork, Ireland*

Achievements/Tasks

- Troubleshooting issues related to ClickDimensions solution within the Microsoft Dynamics 365;

- Utilizing ZenDesk ticketing and Live Chat platform for resolving issues and communicating with customers;

- Deciphering log files and tracking server/queue health and status with Kibana, Grafana and Azure Server;

- Creating escalations for Senior Support (Tier II);

- Attending team meetings and discussing future metrics and targets.

System Implementation Consultant
EICON

08/2017 - 03/2018   *Campinas, Brazil*

Achievements/Tasks

- Responsible for implementation projects of education management system;

- Perform adherence analysis, system training, assisted operation and document the activities;

- Acting on business generation next to the business analyst;

- Requirements analysis, work processes analysis and risks analysis;

- Check and analyze activity reports;

- Implantation, gathering requirements with client and realizes trainings, monitoring the system and customer support;

- User of Kanban to implement agile software;

SKILLS

HTML   CSS   JavaScript   Kanban

MS SQL Server   MySQL   PostgreSQL

GIT   Zendesk   Wordpress

Technical Support   System Analyze

EDUCATION

JavaScript
Codecademy (Online Course)

06/2018 - 12/2018

SQL Database
SoftBlue (Online Course)

01/2013 - 03/2013

Web Designer
Microcamp

01/2012 - 12/2013

Bachelor - Computer Scince
Universidade Paulista

01/2007 - 12/2010

LANGUAGES

Language	Level
Portuguese	● ● ● ● ●
English	● ● ● ● ○
Italian	● ● ○ ○ ○
Spanish	● ○ ○ ○ ○

INTERESTS

Music   TV Show   Tech   Travel

Motorcycle   Pets   Friends

Beers   Boardgames

WORK EXPERIENCE

Web Developer
Spartan do Brasil

05/2014 - 11/2016   *Sumaré, Brazil*

Achievements/Tasks

- Data survey and business analysis involving the online sales system;

- Processes follow-up involving the development and / or maintenance cycle of software, interacting with the internal clients, searching technical needs and requirements development;

- Development of customizations and improvements on sales system (PHP), and Javacript (JQuery Basic);

- MySQL Database, MS SQL 2008 and PostgreSQL;

- Testing new features and modules;

- Training and qualification of internal clients with the corporate system.

System Analyst
Multi Holding

10/2012 - 05/2013   *Campinas, Brazil*

Achievements/Tasks

- Gathering requirements, Business and Application Support, Business Analysis;

- Creation of specifications for new tools for web and desktop system that makes managing franchises language training and vocation education;

- Implantantion, Deployment and field training web system (MICROSOFT DYNAMICS AX EP/ ERP);

- Creation of articles for system users;

- Managing requests in SLA system, Troubleshooting;

- Development test plans for new tools, testing of new features;

- Basic level queries in database (SQL);

- User Support (Calls, Emails, Remote access), Customer Service.

Business Consultant
TOTVS

01/2012 - 08/2012   *Campinas, Brazil*

Achievements/Tasks

- Implantation, gathering requirements with client and realizes trainings, monitoring the system and customer support;

- Training and qualification of key users;

- Creation of articles and training material for the final users;

- Technical Support for the customers.

Mainframe Systems Operator
IBM

08/2008 - 07/2010   *Hortolândia, Brazil*

Achievements/Tasks

- Mainframe system monitoring of global customers, working at the Global Command Center;

- Respond to system problems through monitoring tools or customer calls, following specific documentation and procedures, respecting the given severity of the problem;

- Contact support and crisis management teams, following Incident and Change management processes, documenting the history of all incidents through timelines.