




Rubens Vidal


Date of birth: 20/10/1963


Nationality: Brazilian


CONTACT


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ABOUT ME

Experienced Information Technology Technician with a demonstrated history of working in the information technology and services industry.

From Feb 2022 to December 2023 I've been working as a Service Desk Analyst in Portugal, specifically on the IT team of Netjets. This path has allowed me to gain experience developing the skills and competencies I have been developing over the years.

My activity became more objective and began to focus on minimizing the damage from IT incidents to business operations and ensuring the best level of service and availability through the process, which have undoubtedly been the most relevant work experience.

Personally, my main skills are a sense of responsibility, availability, punctuality, and the ability to work as a team as well as alone, but always in a structured and organized way promoting a good team spirit and working environment.

I am always looking for new knowledge and challenges that value me professionally and personally on of yourself here...

EDUCATION AND TRAINING

03/03/1985 – 14/12/1988 Belo Horizonte, Brazil

IT Technician Colégio Roma

Address Rua Juiz Costa Val, 183 Santa Efigênia, 30240-350, Belo Horizonte, Brazil

02/02/1989 – 17/12/1993 Belo Horizonte, Brazil

accountant UNA

Address Rua da Bahia, , 1764 – Lourdes, 30.160-017, Belo Horizonte, Brazil |
Website <https://www.una.br/unidades/una-liberdade/>

LANGUAGE SKILLS

MOTHER TONGUE(S): Portugues

Other language(s):

English

Listening B2

Reading B2

Writing B2

Spoken production B2

Spoken interaction B2

Spanish

Listening B1

Reading B1

Writing B1

Spoken production B1

Spoken interaction B1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

WORK EXPERIENCE

28/11/2022 – CURRENT Lisbon, Portugal

Service Desk Analyst Netjets Europe

Provide 2nd Line support to NETJETS users in Europe support (break / fix problems and service requests) effectively and in accordance with agreed strict service levels, standards, and processes, working

remotely and locally with business users to take ownership of problems through to resolution.

- Working with other IT Service Desk staff and 3rd Line infrastructure and application support teams effectively to ensure that excellent end-to-end IT support services are provided.
- Identify and take part in initiatives to improve the quality and effectiveness of the IT operational service.
- Build strong working relationships with key staff and managers in the business and in other teams within IT.
- Share with other IT Services staff to improve the effectiveness of IT Services, and help develop the knowledge and skills of others in the IT Services team.
- Responsible for ensuring IT service incidents are managed effectively and root cause problem analysis is undertaken where appropriate to reduce the number and severity of future operational incidents.
- Proactive in undertaking service analysis, service monitoring, or project activities as assigned
- Extensive experience in providing IT support.
- Good understanding of IT operational support frameworks, including incident management, problem management, change control, service level measurement, and reporting.
- Possess a strong technical understanding of the standard hardware and software supported.
- Self-motivated with a "can do" attitude in responding to the challenges presented by front-line IT support.
- Experience in implementing improvements to IT operational support services and in installation and configurations.
- Strong analytical thinker with the ability to solve tricky problems. s/week)

20/02/2022 – 15/11/2022 Lisbon, Portugal

IT Consultant Claranet Talent S.A.

Responsibilities:

- Provides technical assistance and problem resolution for employees requesting help on IT related issues or questions in a courteous, professional, thorough and concise manner. Demonstrates a commitment to providing superior customer service;
- Provides reliable customer focused coverage of the IT department help line during normal business hours and on-call support as necessary to support our global 7x24x365 operation Service "walk-up" requests, as well as requests via email, phone, fax and Help Desk tickets;
- Creates and maintains user accounts and access privileges for Active Directory, Windows OS and application systems;
- Supports the installation, configuration, documentation and ongoing usability of desktop computers, peripheral equipment and voice communication devices; supports software delivery, updates and patching to business users in an effective manner;
- Provides support, troubleshooting and repair of mobile and other mobile devices; supports custom applications on mobile devices and manages the escalation process within the IT team as appropriate;
- Follows up on their open tickets and confirms successful resolution with the client;
- Maintains content within a knowledge-based computer system, through data entry of commonly reported problems, questions, and known resolutions and troubleshooting steps;
- Assists on Service Desk, Wireless and Desktop Support related projects and activities as assigned by management;
- Manages customer communications on scheduled and non-scheduled system maintenance, providing a communication hub between the business and IT;
- Provides support to Prod Support team and various project tasks as assigned;
- Documents and communicates related IT standard policies and procedures as defined by management;
- Generates statistical reports for management as requested. Maintains detailed, accurate end-user account information and related distribution lists;
- Inbound phone calls and emails during an assigned shift in a 7x24x365 global Service Desk;
- Provides technical assistance and problem resolution for employees requesting help on computer or network related issues or questions;
- Creates and maintains user accounts and access privileges for Active Directory and application systems;
- Assists on related projects and activities as assigned by management;
- Adherence to time and metric's tracking.

15/03/2015 – 08/08/2022 Belo Horizonte, Brazil

Computer hardware repair technician Self-Employed

Diagnosed and repaired hardware problems, completely built computers, troubleshot technical problems, and installed software applications. Delivered, set up, and networked large computer systems on Windows 10 and Servers 2008 and 2012 throughout various companies.

02/02/2012 - 15/03/2015 Rio de Janeiro, Brazil

● **Desktop Support Technician** Oceânica Engenharia e Consultoria S.A.

Performed network administration functions, set up network user accounts/ permissions, reset passwords, and administered group policies via DRA and Active Directory.

Installed, configured, maintained, and supported all servers within the network. Provided desktop support for over 150 users .

Optimized performance by conducting analysis and fine tuning of Oceanica's LAN. Delivered printing solutions and peripherals, e.g., scanners/ copiers, digital senders, and fax machines.

DIGITAL SKILLS

Advanced Windows Server 2016, 2012, 2008, 2003 skills | Microsoft Office, Microsoft Word, Microsoft Excel, Outlook, Facebook, Google | Good Knowledge in SQL, Oracle | Advanced knowledge in VMware Infrastructure | LAN network configuration | Hardware\Software advanced knowledge | Service Desk | Quality Assurance | Java