

MARCELO AZEVEDO

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PERSONAL STATEMENT

Working with infrastructure and technical support since 2014, with intense experience solving incidents using ITIL and Agile principles, which helped me a lot to develop my soft skill. Always concerned with the user experience. Impassioned by technology that loves to apply knowledge to solve problems.

Currently looking for an opportunity to start a career as a software developer using Golang.

WORK EXPERIENCE

IT Support and Infrastructure Analyst

At [World Fuel Services](#)

January 2017 - Present

IT Analyst in a global service desk model; managing a backlog of issues and requests, balancing project work alongside day-to-day support.

- I've been working with other IT teams geographically distributed, providing analysis, troubleshooting, maintenance and repair of computer systems and software for effective operation.
- I had the opportunity to be part of the challenge of bringing agile methodology to the company's infrastructure and support environment. Worked as an iteration leader for a year conducting the Scrum ceremonies and helping the other squad members to identify, track and resolve any blockers found on the Sprint or incidents queue
- Helped the company on the migration project from a legacy ERP system to Oracle R12, working with external consultants, local user and product owner to provide best User Experience
- Employee of the Year 2019. Won the first place among all employees in the WFS Brazil branch.

IT Technical Support

At [Harsco](#)

December 2014 - December 2016

IT Technical support responsible for maintenance and asset control of computers, mobile devices and printers.

- Helped the company to take care of the incidents for Brazil headquarter and remote offices, improving team metrics and SLAs.

EDUCATION

Bachelor of Computer Science

[Unicarioca \(Centro Universitário Carioca\)](#)

June 2013- June 2020

Business Administration

[CEFET-RJ](#)

June 2007- June 2009

CERTIFICATIONS

AWS Certified Cloud Practitioner

[Amazon Web Services \(AWS\)](#)

Scrum Foundation Professional

[CertiProof](#)

COURSES

Learn How To Code: Go Programming Language

[Udemy - Todd McLeod | Ellen Korb](#)

Fev - 2022 - Ago. 2022

Web Development using JavaScript

[Cod3r](#)

Fev. 2021- Dec. 2021

Discover (Basic concepts to know the programming universe)

[Rocketseat](#)

Fev - 2021 - Jul. 2021

SKILLS

Idioms

Portuguese - native | English - advanced | Spanish - basic

OTHER PROJECTS

Exercism - Golang Track

[Exercism - Public Profile and solutions](#)

April 2022 - Present

Completed all learning exercises in Golang track

HackerRank

[HackerRank - Public Profile](#)

January 2022 - Present

Exercises to practice algorithms and data structures using the Go programming language