
WENDERSON COELHO DE ARAUJO

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126 Tichenor St. Newark - NJ

PROFESSIONAL SUMMARY

With 10 years of IT experience. Working in computer and electrical equipment repairs, recovering equipment that was previously considered scrap. Performing infrastructure maintenance in a large company. With an emphasis on servers, telecommunications and PABX, keeping the company's activities running. Implementation the company's new Data Center with Cisco equipment. I have experience in the Genesys platform, project creation, installation of new call center services, Java development, database creation and ability to analyze problems based on log analysis. And skills in Genesys tools and servers and telecommunications services

SKILLS

- Microsoft Office
- SQL
- LAN
- Problem Solving
- Computer Science
- Network Support
- Windows
- Help Desk
- Data Analysis
- IT Service Manager

WORK HISTORY

Supervisor, 03/2024 - 01/2025

Ideal Group Construction LLC – Newark, NJ

- Organization and distribution of tasks - Division of tasks according to the specialty of each team member. For better performance in task results.
- People management - Constant monitoring with each team member. With the aim of analyzing what they need so that they do not lose focus on the company's activities.
- Discussion in meetings - Bringing ideas for improvements and problem solving efficiently. Saving time and resources on the solution

IT Analyst, 04/2015 - 08/2019

Information Systems – São Paulo, BR

- Development / Java - Creation and improvement of customer service services in call centers. Improving interfaces, making it easier for the operator and the end customer. In addition to creating new service methods to better serve the public.
- Services Genesys platform
- SQL - Database optimization with creation of new query methods, insertion and removal of data, and updating information. Focused on improving database performance.
- Genesys - Creation of chat/email interfaces allowing customers to receive support on all possible platforms. And outbound services to automatically call back if the customer misses a call.

Network Administrator, 01/2012 - 04/2015

Sonda IT – São Paulo, BR

- IT Hardware Support - Ensure the operation of the company's IT equipment. such as desktop, servers, communication links.
- Server virtualization (VMware, Hyper-V) - Virtualization of the company's servers, saving costs. In addition to improving server performance
- Development on the Cisco platform - Creation of new network structures and improvement of existing ones.
- PABX / Links Telecom - Management of the company's internal and external telephone line and monitoring of voice and data links. Keep company operations running.
- Monitoring help desk queue, to respond to incoming tickets to meet user needs.
- DHCP, DNS - Configuration and maintenance of the company network. Configuring access and monitoring servers to always ensure the best usability of servers.

Electronics Technician, 04/2006 - 01/2009

Brainstorm – São Paulo, BR

- Maintenance and repair of computers and ATM.
- Support user with software and network problems.

EDUCATION

Associate of Science: Information Technology and Informatics. Current

Rutgers University – New Brunswick, NJ

Associate of Science: Information Systems, 12/2023

Essex County College - Newark, NJ

Associate of Science: ESL (English Second Language), 12/2021

Harvest English Institute - Newark, NJ

Bachelor of Science: Information Systems, 12/2012

Senac - São Paulo, SP

Associate of Science: Automation Electronics Technician, 12/2004

Radial – Sao Paulo, SP

LANGUAGES

English



Native or Bilingual

Portugues



Native or Bilingual

Spanish



Professional Working