

Juliano Ramos

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EDUCATION

- **Analysis and Systems Development** | Unicesumar University – Brazil
2017 – 2019
- **Computer Technician and Programming** | Alcides Maya Technique School – Brazil
2008 – 2010



WORK EXPERIENCE

Cleaning Assistant | Marins Maintenance 
October 2019 – Current

- General cleaning of the office, rooms, bathrooms and laboratories of the Food Arom client in Saint-Hubert, Quebec.

Level 2 Support Technician | Capgemini Brazil 
January 2016 – July 2019

- Support and monitoring of the IT Infrastructure of the group Lojas Renner S.A.
- Support and configuration Migration DNS/IP
- Support and configuration Microsoft O365
- Support and configuration Microsoft Azure
- Support and configuration Microsoft Exchange

Level 1 Support Technician | CMPC - Cellulose Brazil 
August 2013 – December 2015

- Project development for roll-out of computers of all company
- Support and configuration Migration DNS/IP
- Support and configuration Microsoft O365
- Support and configuration Microsoft Azure



SKILLS

- | | |
|----------------------------|----------------------|
| ✓ Microsoft Windows Server | ✓ Migration/DNS/IP |
| ✓ Google Cloud | ✓ Cloud Advisor |
| ✓ Microsoft O365 | ✓ Cloud Computing |
| ✓ Customer Support | ✓ Active Directory |
| ✓ Microsoft Azure | ✓ Microsoft Exchange |



LANGUAGES

- ✓ **Brazilian Portuguese** – Native/Fluent
- ✓ **English** – Intermediary
- ✓ **French** – Basic