

Best Technology Talent For Companies Around The World



Bruno

Technical Support Analyst

Summary

Technical support professional with 6+ years resolving escalated technical issues for developers, enterprises, and multinational customers in English, Spanish, and Portuguese. Experienced in complex escalations covering configuration, performance, functionality, compatibility, and code errors, using log analysis, SQL queries, scripting, and remote access to isolate root causes.

Bridges the gap between engineering teams and end customers across both technical and non-technical stakeholder profiles. Has worked on-site with customers in South America to diagnose hardware/software failures, collaborated directly with US-based development teams on bug fixes, and used Azure DevOps both for defect tracking and container-based environment snapshots for issue reproduction. Reduced support tickets by 50% year-over-year through knowledge base creation and partner training.

Uses Python to automate repetitive tasks and adapt engineering scripts for environment replication. Actively uses AI tooling across the full support workflow: Claude, Microsoft Copilot, Atlassian Rovo, Google Gemini, and NotebookLM — for log interpretation, documentation, root cause acceleration, and knowledge development.

TECHNICAL SKILLS:

- Support & Escalation: Salesforce Case Management, Jira, Azure DevOps, incident and escalation management, SLA tracking and reporting, knowledge base articles, troubleshooting guides, remote access, on-site diagnostics
- Databases & Queries: SQL, MySQL, PostgreSQL, Microsoft SQL Server, Oracle Database, Oracle SQL Developer, Snowflake; CTEs, recursive queries, SQL tuning, data validation queries

- Scripting & Code: Python (functions, data structures, OOP, error handling, modules, Jupyter, Git); reading and interpreting Python, logs, errors and stack traces; HTML, JavaScript, CSS, Excel VBA and macros
- Systems & Infrastructure: Windows Server, VM administration (VMware, Proxmox, Oracle VirtualBox), Microsoft Azure (containers, environment snapshots), Azure DevOps, AWS foundations (EC2, Redshift, Athena, QuickSight), IBM Tivoli and mainframe infrastructure monitoring
- AI Tools: Claude, Microsoft Copilot, Atlassian Rovo, Google Gemini, NotebookLM, ChatGPT
- Networking: TCP/IP, IP addressing, subnetting, network protocol fundamentals

Professional Career

Integrations Support Analyst

June 2026 – Present | Málaga, Spain

Project Info:

Integrations support for multinational clients, managing the interface layer between HR systems (Oracle Cloud HCM) and payroll systems. Resolves escalated integration incidents, coordinates with developers on fixes, and maintains constant communication between client and internal teams.

Responsibilities:

- Resolved escalated integration incidents for multinational clients, isolating root causes through log analysis and SQL queries in Oracle SQL Developer, tracking every case to closure in Jira
- Monitored daily interface performance across Oracle Cloud HCM and Oracle HCM Data Loader, catching failures before they reached end users and maintaining full data integrity
- Translated technical log findings into clear written explanations for non-technical stakeholders using SQL, Microsoft Copilot, and Atlassian Rovo, accelerating root cause resolution and improving system stability
- Acted as bridge between client HR teams and internal developers: collecting incident details, performing analysis, providing immediate fixes or workarounds, and escalating to engineering for definitive solutions when required

Software and technologies:

Oracle Cloud HCM, Oracle HCM Data Loader, Oracle SQL Developer, SQL, Jira, Microsoft Copilot, Atlassian Rovo

Data Validation Analyst

February 2026 – June 2026 | Málaga, Spain

Project Info:

Data quality control and validation for banking and financial partners, supporting risk, capital, and regulatory reporting teams.

Responsibilities:

- Executed automated data quality control and validation procedures across banking datasets in Snowflake and PostgreSQL, writing queries that confirmed compliant, high-integrity data for risk, capital, and regulatory reporting teams
- Developed a serverless web application in HTML and JavaScript with LLM assistance (Gemini), applying client-side SHA-256 hashing and Unicode normalisation to deliver a tamper-proof, zero-installation platform with instant feedback and automated certification
- Managed client-facing software delivery for banking and financial partners through Jira, from initial concept through to full production deployment

Software and technologies:

Snowflake, PostgreSQL, SQL, HTML, JavaScript, Google Gemini, Jira

Product Technical Support Specialist

January 2022 – October 2025 | Belo Horizonte, Brazil

Project Info:

L2 global technical support for enterprise customers across construction, mining, and heavy equipment industries. Covered configuration, performance, functionality, and compatibility issues for software and GPS/telematics systems, collaborating with US-based development engineering teams on bug fixes and workarounds.

Responsibilities:

- Resolved 470+ escalated global support cases in English, Spanish, and Portuguese through Salesforce Case Management, maintaining consistent SLA compliance
- Reproduced customer environments on virtual machines (Windows Server, SQL Server, VMware, Proxmox, Oracle VirtualBox) to confirm root cause and validate fixes before release; used Azure containers to download environment snapshots, enabling faster replication
- Used Python to adapt engineering scripts for automated environment uploads, reducing manual replication tasks to a single click and enabling faster analysis and data automation
- Identified recurring GPS signal dropout failures on mining machines across South America: travelled on-site to work alongside customers, used developer-provided diagnostic tools to isolate the fault, collaborated with US-based engineering to release a software fix

- Collaborated with US development engineering teams via Jira and Azure DevOps to escalate, track, and resolve defects across software release cycles
- Created and maintained support procedures, troubleshooting guides, and knowledge documentation using Microsoft OneNote and Copilot; delivered training sessions to partner teams that reduced support tickets by 50% year-over-year since 2022
- Acted as Brazil focal point in top-priority issue meetings, driving cross-border alignment and faster recovery on high-impact incidents

Software and technologies:

Salesforce Case Management, Jira, Azure DevOps, Azure containers, Windows Server, SQL Server, VMware, Proxmox, Oracle VirtualBox, Python, SQL, Microsoft Copilot, OneNote

Business Intelligence Analyst

October 2020 – January 2022 | Contagem, Brazil

Project Info:

Analyst coordinating Continuous Product Improvement initiatives and bridging technical teams with business stakeholders globally.

Responsibilities:

- Tracked and closed 10+ Continuous Product Improvement issues, coordinating technical teams and stakeholders until full resolution
- Led global initiatives in Jira, bridging communication between technical teams and business stakeholders across countries

Software and technologies:

Jira, BI analysis, cross-functional coordination

Key Account & BI Analyst

March 2020 – October 2020 | Contagem, Brazil

Project Info:

Technical alignment and equipment downtime reduction through weekly collaboration with Volvo Sweden engineering teams.

Responsibilities:

- Led weekly technical alignment meetings with engineering teams, implementing corrective actions that significantly reduced equipment downtime

Software and technologies:

Technical reporting, cross-border engineering collaboration

Services Operation Analyst

October 2019 – March 2020 | Contagem, Brazil

Project Info:

Technician productivity initiative using SQL analysis to reduce service delays and exceed operational SLA targets.

Responsibilities:

- Ran a technician productivity initiative using SQL queries in Microsoft SQL Server, reducing service delays and exceeding operational SLA targets

Software and technologies:

Microsoft SQL Server, SQL, SLA reporting

API Integration Coordinator

August 2016 – October 2017 | Contagem, Brazil

Project Info:

SAP ERP integration with an external analysis platform via API data connections.

Responsibilities:

- Integrated SAP ERP with an external analysis platform through API data connections, managing validation cycles and change requests with development teams

Software and technologies:

SAP ERP, API integrations, change management

Education

2020

Pitágoras University, Belo Horizonte, Brazil
Bachelor's Degree in Mechanical Engineering

Certifications

PL-300: Microsoft Power BI Data Analyst

Databases for Developers: Foundations (SQL Joins, CTEs, Recursive Queries, Data Modeling)

Snowflake Data Warehousing Workshop (Hands-On Essentials)

The Complete Python Bootcamp from Zero to Hero

Ultimate AWS Certified Cloud Practitioner CLF-C02

PRINCE2® Foundation in Project Management

Foreign Languages Skills

English: Advanced

Spanish: Advanced

Portuguese: Native