



## about me

I am an IT Technician with over 30 years of comprehensive experience in installing, configuring and maintaining hardware, software and network systems. Proven track record in troubleshooting complex technical issues, network administration and providing effective solutions that enhance operational efficiency.

Proficient in network administration, cybersecurity measures and user support, with a strong commitment in delivering exceptional customer service. Skilled in collaborating with cross-functional teams to implement technology upgrades and enhancements.

Committed to continuous learning and staying current with industry trends and advancements, ensuring the organization remains competitive in a rapidly evolving technological landscape. Excellent leadership, communication and interpersonal skills, capable of conveying technical information to non-technical users with ease.

For the past 10 years I have been working for Apple Inc, providing exceptional customer service, whilst generating the necessary productivity numbers and managing a team of 50 professionals. Currently seeking to leverage my extensive experience to contribute to a dynamic IT team.



## technical and professional skills

- 30 years of extensive IT experience
- CompTIA A+ certified
- Specialist in fast, high quality IT hardware, software and networking repairs
- Open-minded, specialist in problem-solving
- Leader, team player, engaging, fun to work with
- Strong people skills
- Design lover, perfectionist
- Brand identity and logo design



## education & certification

**2002 Bachelor in Marketing and Advertising**  
Paulista University | Sao Paulo | Brazil

**2009 CompTIA A+ Certification**  
SAIT | Calgary | AB

**2012 Graphic Design Diploma**  
Centre For Distance Education | Sydney | NS

**2004 Photoshop, Premiere, After Effects Diploma**  
Impacta Technology | Sao Paulo | Brazil



## employment history

**2019-24 Apple Inc. | Lead Genius**  
Team lead, responsible for managing 50 technicians, with focus on customer service excellence and timely repairs

**2014-19 Apple Inc. | Genius**  
Diagnose, provide solutions and repair Mac desktop and laptop computers, and iPhones

**2007-13 Future Shop | ConnectPro Senior Expert**  
Computer technician, focus on customer service, diagnostics, repairs

**2008-09 Computer Trends | Computer Technician**  
Perform diagnostics and hardware repairs at a depot service facility