ANDERSON DA SILVA

28 years old
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OBJECTIVE

Working with IT around 10 years, my goal is to achieve the project management role through an analytic vision and proactive attitude, as well business and processes understanding.

FORMATION

- Master Business Administration in Project Management – Unisinos – São Leopoldo/RS – 2017/02 (In Progress)
- PMI Certified Associate in Project Management (CAPM Number #1820386) – 2015;
- Graduated in IT Management – Unisul – Palhoça/SC – 2014/02;
- ITIL Foundation (Candidate Number #5106684) – 2014;
- Master Mind Lince – This course was focused on leadership, effective communication and Interpersonal Intelligence - Albuquerque Institute – Porto Alegre/RS – 2012, 48h;
- MCSA Windows Server 2008 (Certification ID: 7998667) – 2011;
- MCTS Configuring Windows 7 (Certification ID: 7998667) - 2010;
- Computer Technician – São Luis High School – São Leopoldo/ RS – 2004 to 2006.

QUALIFICATIONS

- Soft skills with negotiation and customer service;
- Project Management Knowledge and Skills;
- Fluent English & Portuguese-BR;
- Team Leadership;
- Excellent Time Management and Organization;
- Advanced MS Excel User, scorecards, pivots, etc;
- Good social skills;
- Fast Leaner;
- Basis Knowledge in Accounting and Statistics;
- Large Knowledge in Dell Tech Support Operations E2E;
- SAP Business Objects Intermediate User;
- Intermediate Knowledge in MS SharePoint, Workflows, InfoPath Designer and Intranet Administration;
- Troubleshooting Logic in software, networking and hardware (client);

PROFESSIONAL EXPERIENCE

Period: 10/2016 until actual days.
Dell Computers Brazil – Business Analysis Advisor

- Acting with Regional Scope, supporting Tech Support Latin America Teams in projects and metrics related to the service centers. Global Interaction (Remotely via phone calls or internal communicator) with another teams inside the company like United States, Panama and India;
- Leading Projects related to business excellence and internal systems with Global Teams and supporting the Latin America Region for leverage new systems features and escalate critical issues.
- Analysis and Governance of KPIs (Warranty Costs, Customer Experience, Ownership and Productivity) with focus in improvement of Dell's Tech Support operation in Latin America.
- Team Lead of LATAM Business Analysis Group.
- Identify opportunities in the operational floor focused on Business needs.
- High understanding of metrics, end to end processes and BI tools.
- Transforming data in information to decision-making.
- Analyze risks and provide advices during operational changes.
- Understand requirements and improvements to change operational tools.

Period: 10/2013 until 10/2016.
Dell Computers Brazil – Business Analysis Sr.Analyst

- Acting with Regional Scope, supporting Tech Support Latin America Teams in projects, reports and metrics related to the service centers. Global Interaction (Remotely via phone calls or internal communicator) with another teams inside the company like United States, Panama and India;
- Leading Projects related to business excellence and internal systems with Global Teams and supporting the Latin America Region for leverage new systems features and escalate critical issues;
- Acting as Business Analyst doing analysis of KPIs(Warranty Costs, Customer Experience, Ownership and Productivity) with focus on improvement of Dell's Tech Support operation in Latin America;
- Identify opportunities in the operational floor focused on Business needs;
- High understanding of metrics, end to end process and BI tools;
- Daily usage of Business Intelligence Tools (SAP BOBJ, Tableau and Data Cubes);
- Focused in Business Intelligence, transforming data in information to decision-making, as well as metrics composition and ways to measure processes and projects;
- Building customized reports and rawdatas to support staff and management team;
- Building business/management presentations in MS PowerPoint;
- Analyze risks and provide advices during operational changes, from the metrics and process perspective;

- Administration, access rights management and Intranet customization, based in MS SharePoint, using SharePoint Designer and Infopath Designer;

Period: 11/2011 to 10/2013.

Dell Computers Brazil – L2 - Team Lead

- Acting as Team Lead providing technical solutions to escalated cases from L1 agents, controlling metrics of productivity, warranty costs and customer experience providing feedbacks to the agents and managers making analysis reports, participating proactively in processes changes of the operational floor, analyzing risks of that and providing advices;
- Focal point of Policies and Procedures of Support Staff. Responsible for making communication to the floor about process changes. Participated in a new troubleshooting tool implementation, organizing a pilot project with specific agents, testing features and reporting issues;

Period: 08/2010 – 11/2011.

Dell Computers Brazil – L1 Agent - Client Prosupport Analyst

- Providing support services to the customers with Client ProSupport Entitlement of client equipment (Notebooks, Desktops, Thin Clients and Workstations) in the hardware and software (Operating System and OEM Applications) perspective. Working in escalated and critical cases. Strict control of metrics and service quality, using the best practices of IT and homologated documentation;

Period: 10/2006 to 08/2010.

Rede Global – Postos de Serviços – IT Analyst

- Supporting computers users, servers, printers, software and hardware installation, maintenance and installation of computers, remote support with LogMeIn, Ultra VNC, etc. Supporting and Training users to ERP System; maintenance with configuration of wired and wireless network, installation and configuration of automation equipment, access control with Linux servers. Implementing twelve gas stations with ERP System Modules and a headquarter, assisting designing business process in modules as finance, accounting, cash register, buying and stock;
- Responsible for buying supplies, IT equipment and controlling telephony plans;