

# AUGUSTO CORREIA

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📍 Fresno, CA

## PROFILE

Trilingual English-Spanish-Portuguese professional with over 7 years of hands-on experience in IT infrastructure development and support, providing exceptional technical support to businesses and personal computers. Known for my ability to interact professionally and deal with large volumes of data and confidential information, I have managed complex projects in various industries. With my extensive knowledge of operating systems, cloud-based solutions, and domain management, I have supported stakeholders with technical issues through efficient and high-quality services. Moving forward, I am looking for a role in the IT field where I can use my analytical skills with a result-driven company.

## EDUCATION

### MBA in Quality Control Technology

Centro Universitario Dom Pedro II, Brazil | 2011

### Bachelor's Degree in Computer Science

Centro Universitario Dom Pedro II, Brazil | 2010

## CERTIFICATION

### Certificate in Information Technology

San Diego University for Integrative Studies,  
San Diego, CA | 2020

## CORE STRENGTHS

- Operating System Administration
- Network Management
- Hardware and Software Maintenance
- System Security
- Server and Network Service Administration
- Backup and Disaster Recovery Management
- Performance Monitoring and Analysis
- Technical Support and Customer Service
- License Management and Compliance
- Technical Troubleshooting
- Knowledge of Operating Systems
- E-commerce & Domain DNS Management
- Cloud-Based Solutions
- ERP, CRM, SQL, Hyper-V
- Microsoft Office

## PROFESSIONAL EXPERIENCE

### Electrical Project Assistant | 05/2021 - Present

*MKS Electric | Fresno, CA*

- I managed 4 projects per month, overseeing all aspects from initiation to completion of electric installations.
- I have completed various installation and repair projects weekly, adapting to the size and needs of each location.
- Adhered to electrical safety standards, ensuring compliance with local regulations and monitoring protocols.

### Information Technology Consultant | 06/2015 - Present

*AJAC Consultoria de Informatica (IT Consulting Firm) | Brazil (remote)*

- Assisted clients with IT issues, ensuring prompt resolution of technical problems and delivering high-quality service.
- Consulted clients on Office 365 licenses, assisting users with acquisition and configuration.
- Developed and consulted on 5 websites, typically completing projects within a 3-month timeframe.
- Configured and maintained 50 devices monthly, ensuring optimal performance and functionality, including local and wireless network setup.
- Managed over 100 domains and 60 email accounts simultaneously, streamlining domain and email operations.
- Enhanced network performance by collaborating with vendors to select optimal equipment, improving client outcomes.

### IT Analyst | 01/2014 – 07/2017

*Reino da Folia (Event Service Company) | Brazil (remote)*

- Executed daily and monthly ERP and SQL database backup routines, ensuring end-of-month data preservation.
- Managed 12 virtual servers and facilitated key integrations between e-commerce and ERP systems.
- Enhanced cloud service management by procuring new equipment and services, boosting performance and data communication by 70%.
- Configured 3 servers and approximately 300 computers for major events, managing 3 distinct systems.
- Monitored over 1,000 daily transactions and internet access during major events, ensuring system integrity through constant on-site oversight.

### Associate Professor, Information Technology | 04/2012 – 04/2014

*Centro Universitario Dom Pedro II (University) | Brazil*

- Taught 60 students per semester and developed comprehensive educational materials for 5 courses, including Operating Systems and Network Management.
- Played a key role as a faculty member in the Ministry of Education in Brazil's accreditation process for the Technological Course in Computer Networks, facilitating its official approval and operational launch.

### IT Specialist | 10/2009 – 03/2014

*Duma Criacoes e Producoes Artisticas Ltda (Musical Group) | Brazil*

- Coordinated the IT department, managing web services, colocation servers, and virtual servers, solving 4 support tickets per week for 20 internal users, ensuring efficient troubleshooting.
- Managed ERP and financial application installations for 7 users, ensuring system accessibility.
- Oversaw 100+ virtual domains with annual updates, ensuring domain management.
- Administered 2 SQL databases with daily backups, safeguarding data integrity.
- Controlled data volumes of 290.7 GB for systems, 54.4 GB for databases, and 14.3 GB for backups.
- Evaluated 3 proposals for the band's website, presenting detailed comparisons of technical requirements, leading to the selection of a project that saved USD 100k by avoiding new server infrastructure and software licenses.