



# Willian Bonfim

Support Analyst and Infrastructure

## CONCTATO

Cel: (18) 99727-2801  
willianhsb@gmail.com  
Rua Manoel Rodrigues Barbosa, 225,  
Presidente Prudente, SP, Brasil

## Social Networks:

• LinkedIn: <https://www.linkedin.com/in/willian-henrique-santos-bonfim-b0a85991/>

• Github :  
<https://github.com/willianhsb>

• Profile Google Cloud :  
[https://www.cloudskillsboost.google/public\\_profiles/4040fd32-927e-4ee8-971d-e8ca10e7cd82](https://www.cloudskillsboost.google/public_profiles/4040fd32-927e-4ee8-971d-e8ca10e7cd82)

• Profile Credly :  
<https://www.credly.com/users/willian-bonfim/badges>

## Personal Profile

I'm a dedicated professional. I am looking for a full-time opportunity in the information technology sector, where I can apply the knowledge acquired throughout my academic training.

## Professional Experiences

### IT SUPPORT AND INFRASTRUCTURE ANALYST

Ilha Service Technology LTDA  
April 2022 to present

- Network Configuration;
- Installation and configuration of Printers;
- Installation, configuration and support for users in various programs for the Windows platform;
- File backup;
- Maintenance and Formatting of Computers;

### IT SUPPORT AND INFRASTRUCTURE ANALYST

TechX Informática ME  
March 2021 at April 2022

- Network Configuration;
- Windows and Linux Firewall and File Server Installation and Configuration;
- Security policies and sharing protocols;
- File backup;
- IT Call Management;

### CUSTOMER SERVICE (ECOMMERCE AND SALES)

Liane Vehicles Volkswagen Prudente Dealership  
July 2019 to March 2021

- Conference of entry and exit of goods;
- Release of sales data (Word and Excel);
- Release of invoices in the company's system;
- Customer service.

### PCI LAYOUTIST / IT SUPPORT ANALYST

WF CIRCUITOS IMPRESSOS LTDA - ME  
April 2012 to June 2019

- Development and Maintenance of Printed Circuit Layout (P-Cad and CAM350);
- Assembly, Maintenance and Formatting of Computers;
- Support for users in the use of Systems (Windows and Office);
- Configuration of Wired and Wifi Networks.

## Academic Education

**FATEC - TECHNOLOGY COLLEGE OF THE STATE OF SÃO PAULO**  
Systems Analysis and Development | 2017 to 2020

### SENAI - NATIONAL SERVICE FOR INDUSTRIAL LEARNING IN BRAZIL

Frontend Programming 2021  
Google Cloud Foundations: Cloud Computing Fundamentals 2022  
AWS Cloud Practitioner 2022 Prep  
Microsoft Azure AI Fundamentals AI-900 Prep

**ETEC - TECHNICAL SCHOOL OF THE STATE OF SÃO PAULO**  
IT Technician | 2011 to 2012

## Skills in Development

- Frontend: HTML, CSS, Javascript and Vue.js;
- Mobile: Flutter: Currently starting studies in the Mobile segment, learning the Flutter framework through Udemy and Alura, where concepts such as integration with APIs, creation and modification of Widgets, asynchronous functions, among other functionalities, are covered.
- Manual software testing;
- Pfsense Firewall: Advanced Level
- Windows Server and Lunix: Beginner Level