



Fábio Ramos

Date of birth: 09/06/1999 **Gender:** Male **Phone number:** (+351) 918335821

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Home: Rua Nossa Senhora do Cabo 44, 2670-756 Loures (Portugal)

WORK EXPERIENCE

Microsoft Support Engineer

INETUM [01/01/2024 – Current]

City: Lisbon | Country: Portugal

Microsoft Teams and SfB support engineer

ICT service desk manager

SMAS de Mafra [24/10/2022 – Current]

City: Mafra | Country: Portugal

- computer maintenance and repair
- purchases
- maintenance of the building's network system
- user support (hardware, software, telephony, etc.)
- managing the AD and telephony
- cloud services manager
- proofreading, editing and production of technical documentation
- other building equipment maintenance services

ICT help desk advisor

Logicalis [06/06/2022 – 24/10/2022]

City: Lisboa | Country: Portugal

Operator of the Logicalis NOC (Network Operation Centre)

- Monitoring and maintenance of network systems for various clients;
- Monitoring and maintenance of VoIP telephone centres;
- Management of security systems and backups;
- Management of customer equipment warranties and invoicing of articles/issuing of transport notes in PHC.

ICT technician

INTELCIA [01/06/2021 – 04/05/2022]

City: Lisboa | Country: Portugal | **Name of unit or department:** IT - **Business or sector:** Professional, scientific and technical activities

- Remote and local assistance to the company's employees;
- Management of the local IT park;
- Management of the corporate Active Directory;
- Installation and configuration of Windows systems;
- Detection and correction of hardware malfunctions;
- Detection and correction of software errors and malfunctions;
- Configuration of tools for use inherent to the various functions of the company's projects;
- Manipulation of mass deployment tools;
- Network domain management and manipulation.

ICT consultant

INTELCIA [25/05/2020 – 01/06/2021]

City: Lisboa

Technical support for ASUS's customers

- Calls (inbound and outbound), email management, live chat;
- Backoffice;
- Translation and editing of technical documentation (ENG-ES & ENG-PT);
- Support to agents on technical and procedural matters.

QA Tester

[Internship] Axians Portugal [01/06/2017 – 26/07/2017]

City: Lisboa | Country: Portugal

IPTV equipment manual testing

QA related work

Computer hardware repair technician

[Internship] PCILAB [04/07/2016 – 29/07/2016]

City: Lisboa | Country: Portugal

- Computer maintenance and repair
- Operating systems and system software

Computer hardware repair technician

[Internship] CDD - Centro de Dados da Defesa [02/06/2016 – 01/07/2016]

City: Lisboa | Country: Portugal

- Computer maintenance and repair
- Networking

Receptionist

Just Fisio, Physiotherapy Centre [03/06/2017 – 29/07/2017]

City: Malveira | Country: Portugal

Receiving customers

Issuing invoices and receiving payments

Booking appointments

Writer

Editorial Atlântico [01/07/2021 – 01/07/2023]

City: Lisboa | Country: Portugal

Author of the poetic work "Resquícios de uma Alma Ausente" (eng: "Remnants of an Absent Soul")

EDUCATION AND TRAINING

Level IV Professional Certificate in Computer Systems Management and Programming

Escola Secundária José Afonso de Loures [15/09/2014 – 28/07/2017]

City: Loures | Country: Portugal | Level in EQF: EQF level 4

Grade: 17

Acting Training Course

Oficinas Teatro de Lisboa [04/10/2017 – 10/07/2018]

City: Lisboa | Country: Portugal

Final grade of 17

Degree in Theatre, acting branch

Escola Superior de Teatro e Cinema [04/10/2018 – 04/07/2019]

City: Lisboa | Country: Portugal

Not completed (1st year only)

Licenciatura em Línguas, Literaturas e Culturas

Faculdade de Letras da Universidade de Lisboa [2019]

City: Lisboa | Country: Portugal

Not completed - 1st year only

LANGUAGE SKILLS

Mother tongue(s): Portuguese

Other language(s):

English

LISTENING C2 READING C2 WRITING C2

SPOKEN PRODUCTION C2 SPOKEN INTERACTION C2

Spanish

LISTENING C2 READING C2 WRITING C2

SPOKEN PRODUCTION C2 SPOKEN INTERACTION C2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user