

# Mathias Johan Kroyzanovski

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A self-taught, results driven professional, with deeper interest in computer systems inner workings, troubleshooting and eventual improvements that can be made.

## Experience

- **Jun/2017 – Feb/2018 – IT Analyst, Search Optics.** Manage computer infrastructure in the Brazil office, making sure that everything is working as expected, including servers, routers, access points and end user computers, ensuring that every IT asset is following company policies, also dealing with vendors, assuring that the products and services ordered are provided accordingly
- **Sep/2015 - Aug/2016 – Systems Support Analyst, IBM.** Level 1 and level 2 support for employees of Grupo Fleury, a clinical analysis company, handling Windows, network and printer troubleshooting but also customer's specific software troubleshooting
- **Feb/2015 - Aug/2015 – Senior Bilingual Support Analyst, Xerox.** Level 2 support to Apple's final customers, following the support case until a solution or final positioning was given to the customer
- **Jan/2014 - Jan/2015 – Bilingual Support Analyst, Xerox.** Level 1 support to Apple's final customers
- **Apr/2011 - Jul/2012 – Administrative Assistant, Correios.**

## Education

- Attending Computer Science at Anhembi Morumbi University
- Additional courses: Administrative Assistant (SENAI-PR)
- Certifications: ACMT 2015 (Apple) and IPv6 (Hurricane Electric)

## Additional Activities

- Acting as a freelancer managing friends and acquaintances' servers, with troubleshooting problems, setting up new applications and deploying new servers
- Has a home lab with enterprise grade hardware at home, with domain controllers, DNS servers, firewalls, managed switches, access points, NAS and some other servers running in a virtualized environment using VMware ESXi, pfSense, FreeNAS, Windows Server, FreeBSD and Debian Linux. (please check <https://kroy.me/infra> for additional information)
- Ability to repair hardware and software, constantly gaining experience when repairing and upgrading on friends and family computers.

## Other information

- 23 years old, living in São Paulo, available to work in other cities in the region.
- Immediate availability for work
- Advanced English, Basic Spanish
- Knowledge of languages C, Java and JavaScript