

RODRIGO MANSUELI NUNES



Computer Engineer - Customer Specialist

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EXPERIENCE

Training Liaison (Independent Contractor)

Outlook Mobile Support

📅 July 2018 - Current 📍 remote

- Verify FAQs and get them updated as needed.
- Organize and keep information about the product for support agents updated.
- Define and maintain procedures for agents.
- Train new support agents to work on tickets.
- Train agents for the advanced support (Tier 2) team.

Tier 2 - Support Team Lead (Independent Contractor)

Outlook Mobile Support

📅 July 2016 - 2018 📍 remote

- Managed the Tier 2 Team of an email app with over 30 million active users per month.
- Created documents to train Tier 1 teams with regards to escalation and troubleshooting steps.
- Investigated and escalated issues with the development team.
- Maintained queues and response times within SLA and a high NSAT score.
- Defined procedures for the Tier 2 team based on feedback from stakeholders.

Tier 2 - Support Agent (Independent Contractor)

Outlook Mobile Support

📅 Mar. 2016 - July 2016 📍 remote

- Identified trends and bugs from escalated tickets.
- Analyzed root cause and replication steps.
- Documented bugs found in JIRA cards for the project.
- Responded to Microsoft employees and premium users.

Tier 1 - Support Agent (Independent Contractor)

Outlook Mobile Support

📅 Sep. 2016 - Mar. 2016 📍 remote

- Interacted with customers to provide information in response to inquiries, concerns, and requests.
- Gathered customer information to determine the issue by analyzing the symptoms.
- Researched required information using available resources.
- Identified and escalated priority issues per client specifications.

HONORS & AWARDS

🏆 **Highest Associate Member GPA**
Lambda Chi Alpha - Chapter EP
2014/2015

🏆 **Associate Member of the Year**
Lambda Chi Alpha - Chapter EP
2014/2015

🏆 **1st Prize in "Fair of Idea"**
UTFPR - Campus Cornélio Procópio
2010

SKILLS

Leadership Management Support
Training Engineering
Java C# Git SQL Python
Arduino C Android JavaScript

LANGUAGES

Portuguese ●●●●●●
English ●●●●●●
Danish ●●●●●●
German ●●●●●●
Spanish ●●●●●●

EDUCATION

Masters in Computer Science

State University of Maringá

📅 Mar. 2018 - Current

Visiting Computer & Electrical Eng.

University of Alberta

📅 Jan. 2014 - Apr. 2015

Computer Engineering

UTFPR

📅 Mar. 2010 - Ago. 2016

VOLUNTEER EXPERIENCE

Bioinformatics - Research Assistant

Alberta Machine Intelligence Institute

📅 May 2014 – Sept. 2014 📍 Edmonton - AB

- Extended BTAP's Flipbook tool to display advanced imaging modalities and highlight tumour location as it changes over multiple visits by a patient
- Adapted Flipbook's interface in response to user feedback and participated in design decisions.
- Integrated the Flipbook with the pre-processor modules to extend its usability.

High Iota - Risk Management

Lambda Chi Alpha

📅 Nov. 2013 📍 Edmonton, AB

- Analyzed all potential threats in an publicly accessible document.
- Performed fire drills in accordance with the procedures set for the chapter.
- Tested smoke detectors and checked first aid kit.

Arduino™ Tutor

Department of Computer Engineering

📅 Nov. 2013 📍 Cornélio Procópio, PR

- Trained a group of 22 computer engineering students on the basics of electronics components for embedded systems.
- Taught Arduino™ programming, including how to setup the environment and structure of the language, semantics and explain built-in functions on the platform and libraries available.
- Designed and Delivered presentation with PowerPoint during the course for the group of 22 students.

Coordinator of Communication

Central Directory of Students

📅 Oct. 2012 – Dec. 2013 📍 Cornélio Procópio, PR

- Offered assistance to students with directions and instructions for campus activities.
- Coordinated Central Directory of Students Facebook page, through maintaining the page and posting updates.
- Informed students of then upcoming social events on the campus of the university, through social media and posters.

President

Rotaract Club of Cornélio Procópio - Sul

📅 July 2011 – June 2012 📍 Cornélio Procópio, PR

- Coordinated fundraising events for over 200 people.
 - Delegated tasks to members of the club giving specific tasks based on their potential growth in the task or their abilities for each task.
 - Offered assistance to charity institutions with aliments and products of hygiene.
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ABROAD STUDIES

Science without Borders - Canada

University of Alberta

📅 2014 – 2015 📍 Edmonton, AB

Rotary Youth Exchange - Denmark

Rotary International

📅 2008 – 2009 📍 Sønderborg, DK

MEMBERSHIPS

Lambda Chi Alpha

Chapter EP

📅 2014 – 📍 Edmonton, AB

Rotaract of Maringá - Cidade Canção

District 4630

📅 2018 – 📍 Maringá, PR

Rotaract of Jales - Grandes Lagos

District 4480

📅 2016 – 2018 📍 Jales, SP

Rotaract of University of Alberta

District 5370

📅 2014 – 2015 📍 Edmonton, AB

Rotaract of Cornélio Procópio - Sul

District 4710

📅 2010 – 2014 📍 C. Procópio, PR

Rotaract of Jales - Grandes Lagos

District 4480

📅 2009 – 2010 📍 Jales, SP

Interact of Jales

District 4480

📅 2005 – 2007 📍 Jales, SP

HOBBIES

Chess



Muay Thai



Poker

