

Farai Frantz Bvuma

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Education

BSc Computing and Information Systems, University of London International Programmes, August 2015

Certifications

SCRUM Fundamental Certified (SFC), October 2019.

Microsoft Certified Professional – Querying Microsoft SQL Server 2012/2014, March 2017.

Information Security Foundation based on ISO/IEC 27002, December 2016.

Microsoft Technology Associate: Database Fundamentals, October 2016.

ITIL Foundation Certificate in IT Service Management, September 2016.

Complementary Courses

React JS, Alura, March 2021 – An online course where I learnt how to use React.

Everis FullStack Developer, Digital Innovation One, December 2020 – An online boot camp where I learnt about technologies including Java, Angular and PostgreSQL

Fullstack Master, Devpleno, March 2020 – An online course where I learnt NodeJs, HTML, CSS and Express.

Installation, Storage, and Compute with Windows Server 2016, BfBiz, March 2018.

Implementing Data Warehouse with Microsoft SQL Server, Ka Solution, December 2017.

Administering Microsoft SQL Server 2012/2014 Databases, Ka Solution, May 2017.

Querying Microsoft SQL Server 2012/2014, Ka Solution, March 2017.

Montagem e Configuração de Computadores, Capacita. TI Treinamentos, August 2012 – A course where I learnt the basics of technical support.

Work Experience

Junior Software Engineer, Loft, June 2021 - March 2023

- Development of Loft's Design System, creating a library of tokens and components in React.Js, TypeScript and JavaScript.
- Adapting and testing the Design System's multi-themes for the various companies under the Loft umbrella.
- Maintenance of the Design System for the various companies that form part of the Loft group, resolving trouble tickets opened by internal users.
- Fully documenting the Design System.
- Unit testing with React Testing Library, end-to-end testing with Cypress and visual regression testing with Percy.
- Developing proofs of concept(POCs) to test new tools and ideas before implementing.

- Development of the new Credihome by Loft website.
- Monitoring Credihome by Loft's new website using Google Tag Manager, Heap and Pulses.
- Involved in architectural design and development of products for internal use.
- Documentation of the architecture of internal systems.
- Review pull requests on GitHub.
- Configuration of GitHub actions.

Full Stack Developer, SmartMEI, January 2021 – May 2021

- Developing custom, web-based tools for internal use in React, Node, GraphQL and TypeScript.

Junior Application Support Analyst, Fujitsu Brasil, February 2019 – December 2020

- Level 2 support for client's applications in Portuguese and English.
- Analysing and resolving Level 2 trouble tickets or forwarding them to Level 3 when necessary.
- Opening trouble tickets with suppliers.
- Monitoring of client's systems in Linux during, execution of batch processes and data backup.
- Troubleshooting client's Java based web applications.
- Basic database queries.
- Monitoring of e-mails sent by customer applications.
- Trouble ticket management with JIRA.
- Updating and deploying new packages for applications.
- Visits to customer to provide local support when necessary.
- Adding to and improving the knowledge base.
- Training new colleagues.

Junior Database Analyst, Construtora OAS, January 2018 – January 2019

- Administration of user accounts for the company's ERP system.
- Registration, validation and application of requests for change in the company's staging and production environments.
- Responding to questions regarding the network environment and ERP applications.
- Resolving trouble tickets relating to the ERP system databases.
- Installation and configuration of Windows Server 2014 and 2016.
- Updating and maintenance of internal knowledge base.
- Escalation of major incidents (ITIL).

IT Technical Support Analyst, Construtora OAS, March 2016 – December 2017

- VIP technical support.
- On-site technical support for internal clients.
- Remote access technical support (installation and configuration of software).
- Analysis and testing of IT solutions sent by vendors.
- Resolution of licensing issues with vendors.
- Basic support for company's ERP systems, e-mail and intranet.
- Hardware troubleshooting (desktops, laptops, printers and peripherals).
- Troubleshooting issues with Windows, Microsoft Office and other software.
- Administration of McAfee EPO antivirus.
- Administration of network accounts with Active Directory.
- Opening and monitoring trouble tickets with company's IT suppliers.
- Updating and maintenance of internal knowledge base.
- Escalation of major incidents (ITIL).

IT Technical Support Analyst, Construtora OAS Trinidad e Tobago, February 2016 - March 2016

- On-site technical support in English for internal clients.
- VIP technical support in English.
- Opening and monitoring trouble tickets with company's IT vendors.
- Translating English and Portuguese for the Brazilian and local teams.
- Maintenance of inventory for all computers on the worksite.
- Formatting and configuration of desktops and laptops with Windows 7, Windows 8.1, Windows 10 and Mac OS.
- Performing computer maintenance.
- Troubleshooting hardware and software issues.

Service Desk Analyst, Construtora OAS., February 2014 - January 2016

- Technical support via telephone in English and Portuguese.
- Technical support via e-mail in English and Portuguese.
- Remote access technical support (installation and configuration of software).
- Use of service desk tool Assyst to register, classify, assign and monitor trouble tickets according to ITIL principles.
- Opening and monitoring trouble tickets with company's IT suppliers.
- On-site technical support for internal clients.
- Formatting and configuration of desktops and laptops with Windows 7, Windows 8.1, Windows 10 and Mac OS.
- Maintenance of company's IT inventory.
- Basic support for company's ERP systems, e-mail and intranet.
- Analysis and testing of IT solutions sent by vendors.
- Updating and maintenance of internal knowledge base.
- Escalation of major incidents (ITIL).

Professional Profile

- **English:** Native fluency.
- **Portuguese:** Professional fluency.
- Experience with React.js, TypeScript, JavaScript, CSS and HTML.
- Experience working in multidisciplinary teams to deliver frontend solutions.
- Experience working with Design Systems.
- Experience working with styled components and other libraries in React ecosystem
- Experience transforming figma designs into working solutions.
- Highly adaptable, willing and eager to learn and work with new languages/technologies.
- Troubleshooting computer hardware and software problems.
- Use of ITIL to manage trouble tickets
- Solid understanding of information security (ISO 27002).
- Solid understanding of Microsoft SQL Server and relational databases.

Achievements

- Movimento Black Money Experience 2023 hackathon, 1st place, April 2023.
- Maratona Behind the Code, 256th place, IBM, October 2020.
- Mega Hack 2nd edition, Shawee, May 2020.