VICTOR COMPARINI

JOÃO VICTOR SILVA DE SOUZA COMPARINI

Bilingual Technical Support Professional | English - Portuguese - Spanish

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PROFESSIONAL SUMMARY

Bilingual IT support professional with hands-on Tier 1/Tier 2 support experience across Windows, Microsoft 365, Active Directory, endpoint security, and business applications. Known for structured troubleshooting, clear customer communication, accurate ticket documentation, and escalation. Brings additional strengths in SQL, Macro automations, programming logic and web technologies. Fluent in Portuguese (native), English (C1), and Spanish (C1).

CORE SKILLS

- Technical support: incident qualification, troubleshooting, ticket ownership, escalation, Knowledge Base documentation, ITIL practices
- Platforms & administration: Windows 10/11, Microsoft 365 Admin, Active Directory, server configuration, endpoint antivirus/security
- Analysis & development: SQL, Excel/VBA, HTML, CSS, JavaScript
- Customer communication: email, chat, phone, multilingual assistance, translating technical findings into clear next steps
- User training, technical tutoring and guiding users step by step

PROFESSIONAL EXPERIENCE

Financial Analyst | Anima Educacao

Mar 2026 - Present

Brazil | Remote

- Provide internal analytics and technology support, helping users access information, resolve system-related issues.
- Support access and security-related activities.
- Communicate technical context and solutions clearly with internal stakeholders
- Documenting needs and follow-up actions, Documenting FAQs and Troubleshooting.

IT Generalist Assistant | MasterSense

Dec 2023 - Feb 2026

Brazil | Hybrid

- Delivered N1/N2 technical support for users, diagnosing and resolving Windows 10/11, Microsoft 365, account, device, and business-application issues.
- Managed support requests through Help Desk workflows, recording troubleshooting steps, outcomes, and escalation details for reliable follow-through.
- Administered Microsoft 365 and Active Directory tasks, including user access, account support, and environment maintenance.
- Supported server configuration, printers configuration on premise, endpoint antivirus, and IT operations while collaborating with colleagues on escalated or recurring issues.

IT Assistant | Colegio Degraus

Apr 2023 - Dec 2023

Brazil | On-site

- Provided day-to-day technical assistance for users and maintained reliable operation of Windows workstations, software, and local IT equipment such as printers, Chromebooks and laptops.
- Assisted with issue diagnosis, equipment setup, software support, and documentation of requests and resolutions.

Interpreter (Portuguese - English - Spanish) | BIMI Connect

2018, 2019, 2021

Brazil, Colombia, Peru | 20-days Trip

- Interpreted live conversations between doctors and patients in Portuguese, English, and Spanish, ensuring clear and accurate communication during medical appointments.

Outside Content Translator | PokeXGames

Nov 2022 – Feb 2026

Brazil | Remote

- Translated from Portuguese to English game change logs, forum threads, news updates, and new feature releases for the player community, ensuring clear, accurate, and standard communication.

EDUCATION

Systems Analysis and Development (ADS) | Universidade Anhembi Morumbi | **in progress**
Systems Analysis and Development (ADS) | FATEC Jundiaí | **2014-2019 (not degreed)**
Technical Diploma in Web Development | ETEC Vasco Antonio Venchiarutti | 2016

CERTIFICATIONS & LANGUAGES

Certifications:

- ITIL 4 Foundation (Currently studying) – Ka Solutions
- Microsoft MS-102 (Currently studying) – Microsoft Learn
- English as Second Language (Currently studying) – Saylor University

Languages: Portuguese (Native) | English (C1) | Spanish (C1)