



Pedro Manuel Branco Cruz

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europass

ABOUT ME

A professional with solid experience in **software development, systems administration, and technical support**. My passion for technology drives me to create efficient and customized solutions, always focused on the client's needs.

I have a diverse background that includes creating **management systems (ERP)**, developing **mobile applications (Kotlin)** and websites, as well as managing and maintaining **networks and servers (Windows and Linux)**. My **Cisco CCNA certification** attests to my competence in network infrastructure.

With a proactive and problem-solving approach, I can quickly diagnose and resolve hardware and software failures. Furthermore, my **communication and teamwork skills** allow me to collaborate effectively on projects and provide excellent technical support, ensuring user satisfaction.

I am constantly seeking new challenges to apply my knowledge and continue to grow professionally, contributing to the success of every project.

WORK EXPERIENCE

● **Spire's CEO, a partner of Account Service.** Vila Nova de Gaia, Portugal

Software developer

2023 – Current

- Custom Website Development and Maintenance
- Custom Management Software Development and Maintenance
- Mobile Application Development and Maintenance
- Automation Development and Maintenance
- Systems Administration
- HelpDesk Support

● **Tecnogravura, Gravuras Metálicas, SA** Vila Nova de Gaia, Portugal

Software developer

2022 – 2023

- Maintenance and repair of computers;
- Computer network maintenance;
- HelpDesk;
- PHP, Javascript, HTML development on the GezTecno platform created for Tecnogravura;
- Development of a Kotlin application for WWTP management, collaborative tasks, network management, VPN management, Password Management, etc...

● **Habiserve Construções Norte, Lda** Porto, Portugal

Software developer And System Administrator

2022 – 2022

- Computer Park Administration;
- Development of Vidór's Integrated Management System;
- HelpDesk Support to All Company Offices;
- Administration of all company servers.

● **Cooperativa de Solidariedade Social Múltipla Escolha** Porto, Portugal

IT teacher

2021 – 2022

- IT teacher

● **Sorriso + (Agilidade)** Almada, Portugal

Commercial

2013 – 2013

- Services provision.
- Customer acquisition;
- Team Instructor.

Buzina Negócios Digitais Braga, Portugal

Address Rua Nuno Morais, nº 15, 4710-410, Braga, Portugal

Intern

2012 – 2012

- Database Management;
- Technical assistance;
- Web development.

Hydra iT Braga, Portugal

Address Av. Robert Smith Centro de Serviços Domus Qualitas nº 31, 4700, Braga, Portugal

Intern

2011 – 2011

- Software development;
- Technical assistance.

Municipality of Vila Nova de Cerveira Vila Nova de Cerveira, Portugal

Address Largo do Município, 4920, Vila Nova de Cerveira, Portugal

Intern

2010 – 2010

- Computer Park Maintenance
- Software development
- Technical assistance

EDUCATION AND TRAINING

2024 – CURRENT Porto, Portugal

Software Engineer 42 School from Porto

Website <https://www.42porto.com/>

2010 – 2012 Braga, Portugal

CISCO - CCNA Professional School of Braga - EPB

- **Network Design and Sizing:** Ability to design and size computer networks, ensuring the architecture meets performance and scalability requirements.
- **Information Routing and Switching:** In-depth knowledge of routing and switching protocols and mechanisms, ensuring data is delivered efficiently and securely.
- **Management and Maintenance:** Competence in the installation, configuration, and maintenance of networks, including troubleshooting connectivity and performance issues.

2009 – 2012 Braga, Portugal

IT Systems Manager and Programmer Professional School of Braga - EPB

- **Development:** VB.net, Pascal, PHP, C#, Java, XML, ASPX.Net, HTML5, CSS3.
- **Web Design:** Photoshop, Flash, CSS, HTML5.
- **Systems Administration:** Installation, maintenance, and repair of Windows and Linux operating systems.
- **Networking:** Network Management.

Address 4710, Braga, Portugal | **National classification** 12º

2007 – 2009 Vila Nova de Cerveira, Portugal

Computer Installer and Repairer ETAP

- Computer Installation and Repair
- Installation and Maintenance of Small Computer Networks

Field of study Informática | National classification 9º

LANGUAGE SKILLS

MOTHER TONGUE(S): Portuguese

Other language(s):

Inglês

Listening C1

Spoken production C1

Reading C1

Spoken interaction C1

Writing C1

Spanish

Listening B2

Spoken production A2

Reading B2

Spoken interaction A2

Writing A2

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

NETWORKS AND MEMBERSHIPS

Affiliations

- Volunteer Firefighter of Caminha

COMPETÊNCIAS RELACIONADAS COM O TRABALHO

Work related skills

Software and Web Development

- Development of custom management software and integrated management systems for clients.
- Programming in various languages, including PHP, Javascript, HTML5, CSS3, Kotlin, C#, and Java.
- Creation of custom websites.
- Database Management.
- Web Design.

Mobile Development

- Development of mobile applications, with specific experience in Kotlin.

Systems and Network Administration

- Installation, management, and maintenance of computer networks, with skills certified by **Cisco - CCNA**.
- Administration of IT infrastructure and servers.
- Installation, maintenance, and repair of Windows and Linux operating systems.
- Computer maintenance and repair.

Technical Support

- Providing **HelpDesk** assistance to users and offices.
- General hardware and software technical support.

COMMUNICATION AND INTERPERSONAL SKILLS

Social and communication skills

- **Teamwork:** Proven experience collaborating effectively with multidisciplinary teams on software development and systems administration projects.
- **Interpersonal Communication:** Ability to communicate clearly and concisely with clients, colleagues, and users, both in technical contexts (e.g., explaining problems and solutions) and in HelpDesk support.
- **Client Support:** Strong client-oriented approach, focused on providing quality technical support in an empathetic and decisive manner to ensure user satisfaction.
- **Adaptability:** The ability to quickly adapt to new environments and challenges, whether learning new programming languages (Kotlin, C#) or managing different platforms and operating systems (Windows, Linux).
- **Conflict Resolution:** The capacity to manage and resolve stressful or conflictive situations, especially when supporting users with technical issues, while always remaining calm and professional.

ORGANISATIONAL SKILLS

Organization skills

- **Project Management:** Skilled in managing software projects from conception to implementation, including task planning, deadline setting, and resource coordination.
- **Priority Management:** The ability to handle multiple simultaneous projects and tasks, effectively prioritizing to ensure objectives are met within established deadlines.
- **Problem Solving:** Capable of analyzing and solving complex issues in both development environments (debugging and code optimization) and technical support (diagnosing and repairing hardware and software failures).
- **Attention to Detail:** Strong attention to detail in software development and systems maintenance to ensure the reliability, security, and accuracy of the work performed.