



Marcus Ramos

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Twitter/Blog/Portfolio 

Throughout my career, I have had roles in Business Analyst, Application Support Specialist and Developer. I am currently developing a restful API application, SindCO, using Laravel, VueJs, Vuex, as a personal project. Human interaction is one of my passions, therefore, cooperating with my team is the highlight of my day and dealing with the costumers, understanding their needs and helping them to achieve their goals is what motivates me the most.

Skills

- Laravel - PHP
- Vue.js – Vuex – Tailwind CSS
- RESTful API
- Powerapps / Power BI / Sharepoint / Flow
- C# .NET
- SQL - Sql Server - MySql - Postgres

Work Experience

DEC 2019 - PRESENT

Business System Support Specialist / MD Group - Bristol

- Create and develop in-house Apps for use in the industry. Working with Microsoft POWERAPPS, Microsoft FLOW and SHAREPOINT.
- Responsible for supporting and troubleshooting tickets related to the CRM software Oneserve.
- Create and maintain the required documentation and knowledge base for both, team and clients.

JUN 2019 – DEC 2019

Application Support Analyst / CIVICA - Bristol

- Working in a specialist applications team of six in a larger team of 14. I am responsible for supporting and troubleshooting complex core business applications which are used for administering life critical care in Domiciliary care businesses from small independents to the largest national providers.
- Create and maintain the required documentation and knowledge base for both team and clients.

MAY 2010 – DEC 2018

Business Analyst / Support Analyst / OntimeWeb - Brazil

- Co-Creator of the educational management system Notas onTime, a web-based educational tool, developed in .NET (C#) and PostgreSQL. notasontime.com.br.
- Coordinate the development and support teams.
- Act as a liaison between the IT development group and business units for the development and implementation of new systems and enhancement of existing systems.
- User Support and Training.
- Prospect new clients.

JAN 2008 – APRIL 2010

Tech Support / Pariz Networks - Brazil

- 1st and 2nd line support to videoconference system users based on SLAs.
- Train users on the videoconference system's web platform.
- Assemble CAD Workstations. Windows and Software installation.
- Internal Network configuration.

EDUCATION HISTORY

MAR 2011

Bachelor Degree Information Systems **University Centre of East Minas Gerais, Brazil**

DEC 2012

Bachelor Degree Education – English and Portuguese **University of Uberaba, Brazil**

Projects

- **SindCO** – RESTful application for managing apartment buildings. In development, using Laravel, Vue.js, Vuex, HTML5, Tailwind CSS and MySQL.
- **MD Voids and MD Planned** – Powerapps app for housing maintenance. Developed using Microsoft Powerapps, Microsoft Flow and Sharepoint.
- **Notas onTime** – Web Application for school management . Developed using C# .Net, Postgres.

Idioms

- Portuguese is my mother language.
- English, fluent written and spoken. IELTS 8.0 / 9.0
- Spanish, I studied it for 2 years so it's intermediate level.