

THIAGO PORTO SANTOS

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[LinkedIn](#) | [GitHub](#) | [Portfolio](#)

PROFESSIONAL OBJECTIVE

Graduate in Systems Analysis and Development with a focus on Cloud Computing, infrastructure, and technical support. I currently work as a Service Desk Analyst at Darede, providing technical support, tracking tickets, and assisting with incident resolution in a corporate environment. I seek to continue growing professionally in Cloud, Service Desk, Infrastructure, and Operations, applying my knowledge of AWS, Linux, networking, and technical support.

TECHNICAL SKILLS

Cloud Computing | AWS | Amazon EC2 | Amazon S3 | Linux | Windows | Git | GitHub | Python | Networking | TCP/IP | Scrum | React | Next.js | TypeScript | Tailwind CSS

PROFESSIONAL EXPERIENCE

Service Desk Analyst - Darede (May/2026 - Present)

- Technical support and assistance to users in a corporate environment.
- Registration, tracking, and updating of tickets, maintaining organization and traceability of support activities.
- Initial diagnosis of incidents related to systems, access, workstations, and infrastructure.
- Support for communication between users and technical teams to route and resolve requests.
- Application of good practices in customer service, documentation, organization, and problem solving.

Technologies and knowledge: Service Desk, Technical Support, Ticket Management, Cloud Computing, AWS, Linux, Windows, Networking, TCP/IP, Infrastructure, and User Support.

Freelance Web Developer - Self-employed (2024 - Present)

- Development of landing pages and portfolios for companies, services, and social projects.
- Creation of interfaces using React, Next.js, and Tailwind CSS.
- Source control with Git and GitHub.

Sales and Customer Service Experience - Jairo Motos, Family Business (2023 - 2026)

- Customer service and support in resolving questions and problems.
- Sales negotiation and guidance on products, payment methods, and services.
- Development of communication, customer relationship, and problem-solving skills.

Front-End Developer - Internship - UNIFIP (September/2025 - December/2025)

- Development of web interfaces using React, Next.js, and TypeScript.
- Source control with Git and GitHub.
- Participation in requirements gathering and usability improvements.

PROJECTS

Fono IA - Developer (2025 - 2026)

- Development of an Artificial Intelligence platform for audio analysis.
- Creation of a web interface for speech therapy exercises.
- Application structure using modern web technologies.

Sociau - Developer (2024 - 2025)

- Development of a platform connecting animal welfare NGOs and adopters.
- Creation of a web interface for registering and promoting animals available for adoption.
- Project organization using version control with GitHub.

AWS Labs - Student (February/2026 - August/2026)

- Creation and management of EC2 instances on AWS.
- Storage configuration using Amazon S3.
- Application of networking, security, and cloud infrastructure concepts in support and administration simulations.

EDUCATION

Systems Analysis and Development - UNIFIP, Patos/PB (2024 - 2026)

Occupational Safety Technician - IFPB, Patos Campus (2019 - 2022)

COURSES AND CERTIFICATIONS

AWS re/Start + AI - Escola da Nuvem (February/2026 - August/2026)

Courses and Certifications Portfolio: [linkedin.com/in/thiagoporto/details/certifications](https://www.linkedin.com/in/thiagoporto/details/certifications)

LANGUAGES

English - Intermediate