

Felipe Destro Munhos Silva

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PROFESSIONAL EXPERIENCE

STEFANINI

Jundiaí, SP

Field Service Technician

2023-Present

- Diagnosed and resolved 200+ monthly incidents alongside the LATAM Field Services team using ServiceNow, maintaining active participation in 35% of Rockwell Automation support cases.
- Extracted and imported hashes from 15+ machines per month into Intune and Azure, provisioning devices via Windows AutoPilot and ensuring strict adherence to corporate cybersecurity policies and data protection standards.
- Automated provisioning tasks with Azure PowerShell scripts, reducing setup time from 35 to 20 minutes, eliminating repetitive manual processes, and boosting productivity by 40%, enabling swift end-user onboarding.
- Sustained a 100% SLA fulfillment rate on all assigned tickets, ensuring rapid resolution and high client satisfaction.
- Achieving 100% CSAT on every completed survey.
- Collaborated with LATAM teams to standardize best practices, reducing the average resolution time by 20% on all incoming requests.

SESI

Jundiaí, SP

IT Internship

2022-2023

- Implemented and repaired IT and robotics lab systems for 200+ users, administering Office 365 accounts for staff and students while deploying secure access protocols to protect sensitive data and maintain regulatory compliance.
- Adopted a formal ticketing process at SESI, reducing resolution times by 40% and improving service delivery.
- Deployed Microsoft Bookings across 8 labs and tech spaces, eliminating double-bookings and increasing resource utilization by 20%; reduced scheduling errors by 95%.
- Mentored 32 students in Python programming for robotics.
- Standardized 120+ workstations with secured Windows images and up-to-date patches, reducing vulnerability risks and ensuring stable performance across the institution, thereby maximizing classroom productivity.

PROJECTS

Big O Analyzer: An intelligent web application that automatically analyzes source code and determines its time complexity in Big-O notation. Get instant feedback on your algorithm's performance with clear explanations and optimization suggestions. (12/2025)

Woodie Flowers Box: Developed a web application using Next.js, React, and TypeScript to host seven mini-games inspired by real-world projects, providing an engaging digital platform with interactive experiences. (02/2025)

Ignite Feed : Constructed a robust social media feed simulation application with effective commenting and liking functionalities, streamlining front-end architecture and achieving 95% unit test coverage, enhancing overall application reliability and performance. (01/2024)

EDUCATION

ANCHIETA UNIVERSITY

Jundiaí, SP

Bachelor of Science in Computer Science

2022-2025

SKILLS

Programming Languages: JavaScript, TypeScript, Python.

Frameworks: Node.js, Next.js.

Tools: Git, Github, Docker, Azure, AWS, Figma, Postman, Power BI.

Libraries: React, Sass, Tailwind.

Databases: MySQL, MongoDB, SQLite.

Languages: Portuguese (Native), English (Professional Fluency).