**LUCAS DE SOUZA SANTOS**

Address: R Ponteios, 66 - Americanopolis - Sao paulo - SP 04428-150

lucas\_5622@icloud.com

 ale\_bdp@hotmail.com

+55 (11) 98368 6520

Born in: 10/09/1993

Marital Status: Single

Nationality: Brazilian

**Education**

FATEC SP

06/2013 - 12/2013 (incomplete): College

Class: System Analysis and Development

State: Sao Paulo

Centro Universitario Estacio Radial de Sao Paulo

02/2012 - 02/2013 (incomplete): College

Class: Electrical Engineering

State: Sao Paulo

EE Dr Carlos Augusto F. Villalva Júnior

02/2009 - 12/2011: High school

State: Sao Paulo

**Work history**

**Company: ACS XEROX - Affiliated Computer Services**

**10/2013 - Actual:** Bilingual Technical Support Analyst

Sector: Call center / TI

Work Competencies: Provide technical support via telephone to customers (Brazilians and foreigners that come into Brazil) of a company that is leader in technology. Perform tests, troubleshoot, open repair requests, logging full call history on Mundial Unique Database System.

**Freelancer:**

**02/2009 - actual:** Translated (subtitled) some YouTube videos from Portuguese to English and English to Portuguese.

**08/2014 - actual:**One of the Certified translators at www.onehourtranslation.com, working with translations from English and Spanish into Portuguese (Brazil).

**Languages:**

**Portuguese (Brazil):** Native

**English:** Advanced, C1 Level at CEFR

**Spanish:** Advanced, C1 Level at CEFR

**IT:**

**Office software:** SDL Trados, Star Office, Open Office, Lotus Notes, Microsoft PowerPoint, Microsoft Excel, Microsoft Word, Libre Office. Keynote, TexEdit, Numbers, Pages.

**OS:** Windows, Mac OSX, iOS, Android

**Internet:** Some knowledge on HTML programming, FTP server, routing, proxy, DNS and remote management.

**Additional information:**

Was awarded during four consecutive months (from January, 2014 to April, 2014), as one of the winners of the motivational campaign at my actual job (Bilingual Technical Support Analyst).