

Avelino Tavares da Silva Júnior

Freelance Translator

Brazilian | Married | 46 years old
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EDUCATION BACKGROUND

FEV/2022 – In Progress	Graduate Student Teaching in Higher Education Mackenzie University
FEV/2008 – JUN/2009	Graduate Course Industrial Automation SENAI College
FEV/1999 – DEC/2001	Degree in Electrical Technology Mackenzie University
FEV/1996 – DEC/1998	High School in Electronics Albert Einstein School

PROFESSIONAL SUMMARY

A highly motivated Field Service Engineer with over 20 years of experience acquired from multinational companies. A consolidated understanding in translation, editing, revising, and proofreading of technical and non-technical materials into Portuguese for international corporations. Solid expertise in comprehension of specialized manuals of various levels of difficulty. Enthusiastic to review works to spot and correct errors in punctuation and grammar to precise the commitment of peculiar areas regarding the industrial environment.

Skilled in the field of digital printing technology and enhanced services in electronics, electrical, pneumatic, hydraulic, computing, and automation. Holder of a vast knowledge of the core inkjet technologies and tactfully assistance in managing delivery of industry support solutions and problem-solving skills (proactive, reactive, and creative). Broad knowledge and conveyance of innovative technologies and products for Latin and Central America. Well versed in significance technical competencies and peaked on remote support and focused on the pursuit of customer satisfaction, analysis, discipline, creativity, flexibility, and determination in learning.

PROFESSIONAL EXPERIENCE

HP Brazil as Field Service Engineer (Oct/2017 – at present). Employ developed knowledge to solve common and complex business issues of diverse complexity and scope. Apply advanced competence to operate technological areas that are critical or high-risk, and integrate business knowledge to create solutions for customers. Proactively and reactively look for solutions to prevent problems from occurring. Relationship up to senior management level in assigned accounts to specific translations of professional manuals.

Kodak Brazil as Field Engineer and Product Specialist (Mar/2008 – Oct/2017). Provide second level guidance for Field Engineers in the South and Central America regarding High Volume Color Inkjet Presses and Pre-and-Post Installation and Assistance. Preparation of Technical Notes, SW updates and corrective actions to outperform the Customer Expectation. Work with Planner Division and Engineering to establish new parts in the field. In charge of the best practices for printheads maintenance, and vast ability in technical translation.

Xerox Brazil as Customer Service Technical Representative (Out/2000 – Mar/2008). Technical Support (corrective and preventive circumstances) on high volume laser printers (4135, 4635, DP180, Océ Continuous Form) and finishing products (C.P. Bourg). New skills developed to extend a better relationship at customers based on Self-Manageable Process. Gathered experience in reviewing all kind of Xerox applied manuals.

I.C.A. Telecomunicações as Senior Technician (Apr/1996 - Out/2000). Laboratory tests on transmission and reception devices upon fiber optic, data sources, RS 232/458 communication boards and optoelectronic readers and basic learning obtained on SMD welding. Repairs on telephone modules as card reader, smart card, main system boards and LCD panels. Translation of telecommunication products guides for production line.

MAJOR ACCOMPLISHMENTS

- Field Service Engineer | HP Customer Support | May-Jun-Jul 2022 | Windsor - CANADA
- Field Service Engineer | HP Customer Support | Jan-Fev-Mar 2022 | Windsor - CANADA
- Field Service Engineer | HP Customer Support | Dec 2021 | Windsor - CANADA
- Field Service Engineer | HP Customer Support | Nov 2021 | Arizona - USA
- Field Service Engineer | HP Customer Support | Apr-May 2021 | Windsor - CANADA
- Field Service Engineer | HP Customer Support | Nov-Dec 2019 | Windsor - CANADA
- Field Service Engineer | HP Electronics Enrichment S4 | Jun 2019 | HP do Brazil
- Field Service Engineer | HP Flexible Packaging S3/S4 | Mar 2019 | HP do Brasil
- Field Service Engineer | HP Troubleshooting Skills S4 | Jan 2019 | HP do Brasil
- Field Service Engineer | HP Customer Support | Jul 2018 | Mexico City - MEXICO
- Field Service Engineer | HP Indigo 1x000 Digital Press | May 2018 | Alpharetta - USA
- Field Service Engineer | HP Indigo 7x00 Digital Press | Mar 2018 | Alpharetta - USA
- Field Service Engineer | HP Indigo 6x00 Digital Press | Dec 2017 | Alpharetta - USA

- Field Engineer | Kodak Customer Support | Sep | 2015 | Guatemala City - GUATEMALA
- Field Engineer | Kodak Customer Support | Apr | 2015 | Buenos Aires - ARGENTINA
- Field Engineer | Kodak Customer Support | Sep | 2013 | Buenos Aires - ARGENTINA
- Field Engineer | Kodak Customer Support | Jul | 2012 | Santiago - CHILE
- Field Engineer | Kodak Customer Support | Sep | 2011 | Buenos Aires - ARGENTINA
- Field Engineer | Kodak Customer Support | Apr | 2009 | Buenos Aires - ARGENTINA
- Field Engineer | Kodak Printhead Core Technology | May 2012 | Dayton - USA
- Field Engineer | Kodak VL-Twin Printing System | Mar 2012 | Dayton - USA
- Field Engineer | Kodak VX5000 - DT90 System | Apr 2011 | Dayton - USA
- Field Engineer | Kodak Prosper S-Series | Jun 2010 | Dayton - USA
- Field Engineer | Kodak CS410 / CD132 DS | May 2010 | Dayton - USA
- Field Engineer | Kodak Nexpress | Jul 2009 | Rochester - USA
- Field Engineer | Kodak Trendsetter 400/800 | Jun 2009 | Rochester - USA
- Field Engineer | Kodak Watkiss Finishing System | Aug 2008 | Dayton - USA
- Field Engineer | Kodak CS400 / CD130 / DP5300 | Mar 2008 | Dayton - USA

LANGUAGES SKILLS

Portuguese | Native
English | Full Professional
Spanish | Intermediate
German | Elementary

AUG/2007 - JUN/2008 English Teacher | São Paulo | Brazil
OUT/2006 - MAY/2007 English Teacher | São Paulo | Brazil
NOV/2016 Academic Reading | PUC University | São Paulo | BRAZIL
AUG/2014 Grammar Workshop | PUC University | São Paulo | BRAZIL
JUN//2009 ESOL Class| District School | Rochester | USA
MAY/2007 English Exchange | ILAC | Toronto | CANADA

EXTRACURRICULAR ACTIVITIES

Automation | Pneumatic | Hydraulic | SMD Welding Technique | 3D Printing Problem | Solving Methodology | Effective Leadership | Success Mindset | Strategic Planning | Customer Relationship | Security Awareness

COMPUTER SKILLS

MS Office Suite
SDL Trados | MemoQ | MateCat
AutoCAD | SolidWorks | Apowersoft | Movavi | Vegas | Power Director