

ODARCY G. FERREIRA JUNIOR

IT Operations & Infrastructure Coordinator

Service Delivery · Field Services · M&A Integration · Python Automation

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Advanced English (international support for the USA, France and India) | Available for domestic and international travel

PROFILE

Technology professional with over 15 years of experience, combining a solid background in corporate IT infrastructure management with strong hands-on expertise in systems automation and software engineering. Specialist in leading complex projects, expansion operations (M&A) and high-level support, with a proven ability to build custom solutions (scripts, APIs and standalone services) that streamline operational and laboratory routines. Continuous focus on modernizing legacy infrastructure, systemic efficiency and delivering value aligned with strategic business goals.

PROFESSIONAL EXPERIENCE

AFIP — Associação Fundo de Incentivo à Pesquisa · São Paulo, Brazil

11/2024 – 07/2026

Senior Systems Analyst

- Advanced support for automation systems, clinical analysis equipment interfacing and LIS (Laboratory Information System).
- Led IT deployment projects in new outpatient and hospital units, ensuring correct systemic integration of a wide range of new clinical analysis equipment.
- Delivered a network automation project, converting legacy Batch scripts into standalone Python services (Windows Services) managed by external configuration files, covering approximately 10 devices at the main corporate laboratory and 15 hospital laboratories.
- Designed a visual interface with the Flask framework and implemented a TCP proxy server to manage and route individual communication for close to 500 laboratory devices across nearly 50 laboratories.
- Implemented an automated Linux agent service (via systemd) with Python scripts for continuous monitoring of device availability and connection status.
- Maintained and modernized automation scripts, including migrating and adapting code for modern, complex integrations such as the Google GenAI Python SDK.

VISA Inc. · São Paulo, Brazil

06/2024 – 11/2024

IT Operations Consultant

Coordinated and executed daily field service operations, hardware and software deployments, workstations and system updates for a merger and acquisition project, aligning resources, schedules and communication across IT and other departments. Reported to headquarters in the United States and to regional management in Brazil.

- **Project delivery:** planned and executed field service activities in Brazil, deploying close to 600 devices in a 5-month project, including Microsoft and Apple equipment and mobile phones.
- **Vendor management:** coordinated suppliers and third-party providers on IT contracts, equipment orders and delivery assurance.
- **Inventory and assets:** supervised IT hardware and software inventory, managed procurement and ensured equipment was properly configured and distributed across offices in Brazil.
- **Documentation and reporting:** controlled IT assets, systems and procedures, and produced reports on performance, incidents and project status.
- **User support:** provided direct end-user support and assisted in escalated problem resolution, ensuring compliance with internal policies.

BYJU'S FutureSchool · São Paulo, Brazil

11/2022 – 06/2024

IT Coordinator

Coordinated daily support and field service operations, hardware and software deployments, workstations and system updates, aligning resources, schedules and cross-department communication. Reported to headquarters in India and to regional management in Brazil.

- **Support and troubleshooting:** supported employees on platforms such as Salesforce, Talkdesk and Google Workspace, ensuring a fast, smooth and efficient user experience.
- **Inventory and assets:** supervised IT hardware and software inventory, managed procurement and ensured equipment was properly configured and distributed to employees across Brazil.

- **Vendor management:** coordinated with suppliers and third-party providers to manage IT contracts, place equipment orders and ensure delivery.
- **Cost management:** tightly controlled and monitored IT costs, ensuring investments were directed to the strategy defined for Brazil.
- **Documentation and reporting:** maintained control of IT assets, systems and procedures, and produced reports on performance, incidents and project status.

Dasa S/A · Barueri, Brazil

07/2019 – 11/2022

Senior IT Infrastructure Analyst

Coordinated and implemented infrastructure activities in newly acquired laboratories (Expansion and M&A Brazil), from planning workstation distribution and network infrastructure through post-delivery support, ensuring seamless integration with existing operations.

- **Systems rollout:** implemented Dasa's core systems across more than 7 acquired brands (approximately 60 laboratory units) and over 10 hospitals served by the company.
- **M&A integration:** coordinated and managed integration support, enabling smooth transitions and minimizing operational and user impact during process and system migration.
- **Inventory and assets:** supervised IT hardware and software inventory, managed procurement and ensured equipment was properly configured and distributed to employee locations across Brazil.
- **Documentation and reporting:** controlled IT assets, systems and the evolution of IT procedures, and produced reports on performance, incidents and project status.

Linx Sistemas · São Paulo, Brazil

11/2014 – 07/2019

Senior Support Analyst — VIP Services

- 2nd and 3rd level support and troubleshooting for VIP employees (board, president and directors).
- Executed field service activities for mobile devices and computers: Windows, macOS, iOS and Android.
- Controlled IT assets, systems and the evolution of IT procedures, producing performance and incident reports.

Sanofi Aventis · São Paulo, Brazil

12/2013 – 11/2014

Senior IT Analyst

- 2nd and 3rd level support and troubleshooting, resolving complex issues escalated from the first-level team, including VIP support (board, president and directors).
- Coordinated support for video conferencing on Polycom and Cisco systems, ensuring continuity of executive operations.

CCI Tecnologia · São Paulo, Brazil

06/2013 – 12/2013

Mid-Level Support Analyst

- Field support across multiple clients, delivering fast and effective solutions to technical issues.
- Troubleshot a range of mobile and desktop technologies, controlled assets and evolved IT procedures, strengthening the company's knowledge base.
- Installed and configured computer networks.

Linx Sistemas · São Paulo, Brazil

09/2012 – 06/2013

Support Analyst, Tier 2

- Coordinated the Field Service team (1st level), keeping the backlog current and issuing daily reports to management.
- Built and delivered monthly reports, using operational data to support managerial decisions.
- Installed and configured new equipment and trained the support team, ensuring standardized, high-quality service delivery.

Microsoft Corporation · São Paulo, Brazil

07/2008 – 06/2012

Training Analyst

08/2011 – 06/2012

- Developed and delivered training for new hires and refresher programs, increasing the support team's capacity to resolve cases effectively.
- Conducted international training sessions in English with Microsoft headquarters, strengthening the team's relationship and expertise with the client.

Support and Quality Analyst

04/2011 – 07/2011

- Monitored service quality delivered by technical support analysts and proposed training to improve the service offered.
- Coordinated and presented weekly performance reports, identifying improvement areas and implementing solutions.

Technical Support Analyst — Chat/Email

07/2009 – 03/2011

Technical Support Analyst — Phone

07/2008 – 06/2009

TECHNICAL SKILLS

- **Development & automation:** advanced scripting and systems automation with Python, PowerShell and Batch.
- **Web & integrations:** web interfaces and applications with the Flask framework; integration with modern APIs, including generative AI and Google SDKs.
- **Services & networks:** standalone Windows Services, Linux agents (systemd) for monitoring, and TCP proxy servers for data routing.
- **Operating systems:** administration, support and troubleshooting of Windows (desktop and server) and macOS environments.
- **Device management:** MDM and endpoint management across Microsoft Intune, Apple Business Manager and Jamf Cloud.
- **Endpoint security:** implementation and management of corporate cybersecurity platforms with Microsoft Defender, Symantec and Sophos.
- **Infrastructure & virtualization:** AD DS, Microsoft 365, wired and wireless network installation and maintenance, and virtual environments with Hyper-V, VMware and VirtualBox.
- **Identity & analysis:** identity and access management via Active Directory, Microsoft 365 and Google Workspace; advanced Excel.

EDUCATION

Estácio University Technology Degree in Information Technology Management — in progress	Expected completion: 06/2027
SENAC — São Paulo, Brazil Technical Course in Computer Science	Completed 12/2004

CERTIFICATIONS & COURSES

- **Microsoft Certified:** AZ-900 (Azure Fundamentals) · MS-900 (Microsoft 365 Fundamentals) · SC-900 (Security, Compliance and Identity Fundamentals).
- **ITIL:** preparatory course for ITIL Foundations certification.