

Rodrigo Gabriel de Melo da Silva

Backend Developer | C# | .NET Core | ASP.NET Core | SQL | Azure

Santo André, São Paulo, Brazil

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Professional Objective

Junior/Mid-Level Backend Developer specializing in C# and .NET Core, seeking to contribute to the design and delivery of robust systems, RESTful APIs, and cloud-based solutions.

Professional Summary

IT professional with more than 8 years of experience, with an increasing focus on software development, process automation, and cloud infrastructure over the past 3 years. Practical knowledge of C#, .NET Core, ASP.NET Core, SQL, and Python, with experience in Azure and Docker environments. ITIL V3 Foundation certified. Currently pursuing a Bachelor's Degree in Software Engineering at UNINTER, expected to graduate in November 2026.

Technical Skills

Programming Languages: C#, Python, SQL

Frameworks and Libraries: .NET Core, ASP.NET Core, WPF, WinForms, React, TypeScript, Tailwind CSS

Cloud and DevOps: Azure — Virtual Machines, Blob Storage, Backup — Docker

Databases: SQL Server, PostgreSQL, MySQL, Firebird

Tools: Git, GitHub, Visual Studio, Visual Studio Code, IBExpert, GLPI

Other: REST APIs, ITIL V3, Windows Server

Projects

NFSe Automation API

API for querying and generating NFSe submissions, including schema validation. Developed with ASP.NET Core 10, remote database connectivity, and local configuration using SQLite. Used internally for NFSe generation; the source code is proprietary and not publicly available.

Todo API

REST API for task management, using Docker and Swagger for API documentation.

github.com/Ro0ds/ToDoAPI

SMTP-Tester

C# Windows Forms application for testing email delivery through the SMTP protocol, with support for multiple servers and authentication.

github.com/Ro0ds/SMTP-Tester

Professional Experience

Technical Support Analyst — Copan Informática Ltda.

May 2023 – Present | Santo André, São Paulo, Brazil | On-site

- Developed and maintained automation scripts for internal processes, reducing the time required for recurring operational tasks.
- Provided support and maintenance for critical internal systems, including Multicopan and the Electronic Tax Document Search System.
- Managed cloud backups using Azure and maintained Windows Server and virtual machine infrastructure.
- Performed Firebird database recovery and administration using IBExpert and gfix.
- Served as a technical reference for the team, providing guidance on processes and best practices.

Technical Support Assistant — Copan Informática Ltda.

August 2020 – May 2023 | Santo André, São Paulo, Brazil | On-site

- Implemented and configured cloud backup routines using Azure.

- Monitored on-premises and cloud servers, focusing on security and availability.
- Participated in automation and process improvement projects using scripts.
- Developed practical experience with C#, .NET Core, Python, and SQL through internal and personal projects.

IT Technician I — Bug Busters

August 2019 – March 2020 | São Paulo, Brazil | On-site

- Provided first- and second-level technical support in a corporate Windows environment.
- Managed support tickets through GLPI while monitoring SLA compliance.
- Configured workstations and managed IT assets through a CMDB.

Junior Support Analyst — Asasul IT Solutions

May 2019 – July 2019 | São Caetano do Sul, São Paulo, Brazil

- Provided multi-client technical support for Asasul, COOP Cooperativa de Consumo, and Autometal S/A.
- Participated in the migration to Office 365, including account configuration and backup procedures.
- Provided support through ServiceDesk Plus and Milvus.

Backup Manager Intern — Asasul IT Solutions

May 2017 – May 2019 | São Caetano do Sul, São Paulo, Brazil

- Monitored daily backups for multiple clients using SolarWinds Backup Manager.
- Provided remote support through RDP, TeamViewer, and VPN.
- Worked with Veritas Backup Exec, SyncBack Pro, Cobian Backup, and Uranium Backup.

Assistant Instructor — Easycomp Internacional

May 2015 – October 2016 | Santo André, São Paulo, Brazil | Internship

- Provided guidance and support to students enrolled in computer courses.
- Worked as a substitute instructor for basic English classes for children.
- Performed maintenance on computers and educational laboratory equipment.

Education

Bachelor's Degree in Software Engineering

UNINTER Centro Universitário Internacional

October 2022 – November 2026, currently in progress

Associate Degree in Information Technology Management

USCS — University of São Caetano do Sul

2017 – 2019

Certifications

ITIL V3 Foundation — AXELOS Global Best Practice, June 2019

Languages

Portuguese: Native

English: Intermediate – B1