

Marlon Henrique Serpa

N3 SUPPORT ANALYST · ERP · INFRASTRUCTURE

Vila Velha, ES – Brazil

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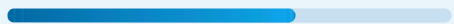
🔗 [linkedin.com/in/marlonhms](https://www.linkedin.com/in/marlonhms)

TECHNICAL SKILLS

N3 Support / Troubleshooting 95%



PostgreSQL / Data Analysis 65%



Jira ITSM / Bug Management 90%



Windows Server / AD 70%



TCP/IP, DNS, VPN Networks 80%



APIs & Dashboards 70%



Log Analysis 90%



Linux / macOS 75%



STACK & FERRAMENTAS

Jira

PostgreSQL

Zabbix

PROFESSIONAL SUMMARY

N3 Support specialist with a 360° view of technology infrastructure and a strongly investigative approach to problem-solving. I act as a **strategic Gatekeeper** between frontline support operations (N1/N2) and the Software Engineering team, translating systemic anomalies, logs, and database data (PostgreSQL) into precise root-cause diagnoses and lasting solutions. My background spans from network and physical server administration to complex data diagnostics and system architecture — giving me an end-to-end understanding of the technology lifecycle. I proactively build operational monitoring tools (API-integrated dashboards), metrics, and SLAs to anticipate bottlenecks before they impact the end user.

WORK EXPERIENCE

• Mid-Level Support Analyst (N3)

Jan 2024 – Present

Quality Automação — Vila Velha, ES, Brazil

- Technical focal point for the **Webposto** ecosystem, acting as a critical filter (Gatekeeper) in the N1/N2 → N3 → Engineering escalation flow.
- Investigative root-cause diagnosis through advanced **log analysis** and **PostgreSQL** queries.
- Full bug backlog management in **Jira**: identification, technical documentation, and priority/impact matrix definition.

Veeam Backup Zendesk

Service Desk

Windows Server

Active Directory VPN

Firewall REST APIs

Office 365 Teams

Corporate GIS

LANGUAGES

BR Portuguese

Native / Bilingual

us English

Professional Working Proficiency

CERTIFICATIONS

 Sales Techniques

SOFT SKILLS

Ownership Mentoring

Critical Analysis

Communication Proactivity

SLA Focus

- ▶ Built **KPI dashboards** for support operations integrated via API, reducing bottleneck detection time.
- ▶ Ongoing mentoring for N1/N2 teams, increasing technical autonomy and reducing unnecessary escalations.
- ▶ Deployment, maintenance, and support of the fuel station and convenience store management system.

● Technical Support Analyst

Jan 2021 – Mar 2023

Pharma Gestão — Vila Velha, ES, Brazil

- ▶ N1/N2 support for internal and external users via remote access, focused on ERP and POS systems.
- ▶ Nationwide deployment and support of the **ERP + POS** system for **Farmácias Preço Baixo** pharmacy chain.
- ▶ User and domain group administration via **Active Directory / Windows Server 2016**.
- ▶ SLA monitoring and ticket management via **Service Desk**.
- ▶ Installation, configuration, and monitoring of corporate **VPNs**.
- ▶ Requirements gathering and Technical Specification writing for system deployments.

● IT Technician

Jan 2019 – Aug 2019

Hsibrasil Corporate IT Solutions — Vila Velha, ES, Brazil

- ▶ Structured cabling and maintenance of electronic security systems.
- ▶ End-user support, hardware installation and maintenance (computers, printers, peripherals).
- ▶ Network infrastructure configuration and maintenance.

● IT Technician

Jun 2016 – Mar 2017

NIPSA — Vitória, ES, Brazil

- ▶ Map generation and water meter inspection monitoring for **CESAN** via Corporate GIS system.
- ▶ Inspector route scheduling and on-site technical support.

- **IT Support Intern**

Jan 2013 – Dec 2013

Espírito Santo Court of Justice

- Computer and network assembly and maintenance; end-user support.

- **Quality Assurance Intern**

Jan 2011 – Jan 2012

Prodest – ICT Institute of Espírito Santo

- Technical Assistant in Quality Control of systems and infrastructure.

EDUCATION

Information Technology

UFES – Federal University of Espírito Santo

Completed in 2018

High School Diploma

EEEM Ormanda Gonçalves