

Davi Castro Jorge da Costa

Systems Analyst | IT Support | Full-Stack Developer

Information Systems undergraduate (Uniube). Experience in bilingual IT support, software development, and customer service. Proficient in C#, Python, SQL, and GitHub, with focus on analytical problem-solving and technological innovation.

Professional Experience

Bilingual IT Support Analyst

Algar Telecom | Dec 2023 – Jun 2025

- Management of commercial relationships with major clients (Verizon, BT, China Telecom).
- Advanced technical support and critical problem resolution.
- Essential operations for business continuity.

Python Developer

University of Uberaba | Oct – Dec 2023

- Development of facial recognition software for access control.
- Implementation of security algorithms.
- Ranked 1st place among 60 projects.

Bradesco Customer Service Agent

Callink | Oct – Dec 2023

- Customer service focused on effective solutions.
- Probing techniques for demand resolution.

Education

Bachelor's Degree in Information Systems

University of Uberaba | Feb 2023 – Dec 2026

Skills

Programming Languages

- C#
- Python
- SQL
- JavaScript
- C++

Tools

- Visual Studio
- GitHub
- Unity3D
- Unreal Engine
- Raspberry Pi

Languages

- Portuguese (Native)
- English (Advanced)
- Spanish (Basic)

Certifications

Python – Alura (2021)

Certification in Python programming language, one of the most used in the market for web development, automation, data analysis, and artificial intelligence. Demonstrates competency in programming logic, data structures, and application development.

Advanced English – Wizard (2019)

Advanced level English proficiency certification, essential for international communication, technical documentation, and collaboration with global teams. Crucial for multinational companies and projects involving foreign technologies.

Windows Command Prompt – Alura (2022)

Specialization in Windows command line (CMD/PowerShell), fundamental for system administration, task automation, server configuration, and advanced troubleshooting in corporate Windows environments.

Information Security – Hacker Rangers

Cybersecurity certification covering data protection, vulnerability identification, digital security practices, and attack prevention. Crucial for protecting corporate digital assets and compliance with security standards.

LGPD – Algar Telecom

Certification in Brazilian General Data Protection Law, demonstrating knowledge about proper handling of personal data, data subjects' rights, and corporate obligations. Essential for compliance and avoiding regulatory sanctions.

AWS (In Progress – 2025)

Amazon Web Services certification, global leader in cloud computing. Covers infrastructure as a service (IaaS), platform as a service (PaaS), operational cost reduction, and enterprise system scalability.

Java – Udemy (In Progress – 2025)

Java certification, enterprise programming language widely used in large corporations for developing robust systems, web applications, mobile (Android), and high-performance distributed systems.

Featured Projects

Interactive Portfolio – Liquid Glass (2025)

Interactive website built with HTML5, CSS3, JavaScript (ES6+), featuring advanced visual effects, responsiveness, and deployment via GitHub Pages.

[Davicjc.com](https://davicjc.com)

Facial Recognition and Security (2023)

Python + OpenCV system for access control with Tkinter interface and database integration. Awarded 1st place among 60 academic projects.

<https://github.com/Davicjc/Face-Safety>

Custom Websites for Corporate Clients and Individuals (Current)

Development of custom websites for medium and large companies, focusing on responsive design, usability, and performance. Utilization of modern technologies to ensure tailored solutions that meet specific client needs.

<https://davicjc.github.io/SitesPersonalizado/>