

# Pedro Monteiro

## Professional Summary

Client-focused Technical Support Specialist with over 3 years providing technical assistance to clients. Demonstrated ability to enhance client satisfaction through effective problem-solving and support-ticketing system management. Skilled in analyzing and resolving technical issues, implementing process improvements and collaborating with cross-functional teams to achieve business success.

## Work History

### INFOSYS - Technical Support Specialist

Brno, Czech Republic

07/2021 - Current

- Provide IT support and troubleshooting for end-users.
- Manage and resolve service requests within SLAs.
- Respond to IT support requests via phone, email, and chat.
- Utilize ticketing systems for issue tracking and resolution.
- Collaborate with the IT team on larger projects.
- Maintain hardware and software inventory.
- Support network and system operations.
- Provide remote technical assistance for software applications.

### MAISON DE L'EUROPE - European Ambassador of the Olympic Values

Bordeaux, France

09/2020 - 06/2021

- Conducted educational programs using quizzes, workshops, presentations, and physical activities to advocate for European and Olympic values across schools, universities, and various community settings
- Planned and executed various events including year-round conferences, debates, exhibitions, linguistic cafés, Festival of Europe, and free concerts to create awareness and engagement with European values.
- Hosted radio shows focusing on European topics to facilitate discussions and raise awareness about European values and pertinent issues in the community.

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## Skills

### Troubleshooting

### Remote Technical Support

### Customer Service

### Ticketing System Management

### Problem-Solving

### Learning Agility

### Time Management

### Communication

### Team Collaboration

### Software applications

## Education

01/2017

### Estoril Higher Institute

Lisbon, Portugal

Bachelor's: Tourism Management

## LEAVY.CO - Hospitality Consultant

Lisbon, Portugal

01/2020 - 08/2020

- Oversaw the entire rental process from inception to conclusion, including promptly responding to inquiries, managing reservations, and coordinating seamless check-in and check-out procedures.
- Dedicated to delivering a comfortable and convenient stay experience for guests, including warm welcomes, informative orientations about the area, and assistance with any inquiries or needs.
- Maintained meticulous cleanliness standards, providing fresh linens and ensuring the apartment was consistently tidy and well-presented for guest satisfaction

## Languages

**Portuguese:** Native language

**English:**



B2

Upper intermediate

**Spanish:**



B1

Intermediate

**French:**



B1

Intermediate

## Certifications

- Full-Stack Web Developer, LinkedIn, 02/01/24