GUILHERME LEDO CHAGAS

Software Engineer

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EDUCATION

São Judas Tadeu University   São Paulo/SP, Brazil

Computer Science, 3rd semester (3/8).   Expected Graduation: Dec 2028

EXPERIENCE

TP - Teleperformance   São Paulo/SP

IT Support Analyst   Dec 2024 – Jan 2026

- First-Level Incident Response:
  - Served as the on-site focal point for technical issues, performing initial triage and resolution of hardware and software incidents.
  - Resolved routine Level 1 tickets, including password resets, account unlocking, and software installation, ensuring rapid service restoration for end users.

- Hardware and Workstation Maintenance:
  - Performed physical setup and maintenance of workstations (desktops, laptops, and peripherals), ensuring equipment readiness for operational shifts.
  - Executed cable management and basic network connectivity checks (patching) to maintain physical layer connection stability.

- Operational Support and Procedures:
  - Strictly followed Standard Operating Procedures (SOPs) for system imaging and deployment, ensuring standardization across all user devices.
  - Escalated complex technical issues to L2/L3 teams with precise documentation of initial troubleshooting steps, facilitating root cause analysis.
  - Assisted in asset tracking and inventory control, ensuring accuracy in deployed hardware records.

PERSONAL PROJECTS

URL Shortener   **GitHub Demo**

Developed a high-performance Fullstack URL Shortener using **Node.js** with **TypeScript** and **Prisma ORM** integrated with **PostgreSQL**. The application was structured following strict layered architecture patterns (Controller/Service/Repository), ensuring **separation of concerns** and **system scalability**. The project includes a real-time analytics system for metrics tracking and was built with a continuous focus on security and performance, employing **Rate Limiting**, **Helmet**, and rigorous data validation with **Zod**. On the interface layer, I used **React**, **Vite**, and **Tailwind CSS** to create a modern, fast, and fully responsive user experience, complemented by a robust containerized infrastructure with **Docker**.

- ⋆ **Tech Stack:**   TypeScript/JavaScript | Tailwind CSS | Node.js | Express | PostgreSQL | Docker | Prisma | Vercel | Railway

Simple Calculator GitHub Demo

Developed a calculator using **Vanilla JavaScript** with a focus on **object-oriented architecture** and efficient **DOM manipulation**. The application implements a custom expression evaluation algorithm that respects arithmetic precedence (PEMDAS), ensuring accurate results even in complex operation chains. The project stands out for its code organization through the **use of classes for logic encapsulation**, inclusion of a **real-time dynamic history system**, and **full support for keyboard shortcuts** for an optimized user experience. The entire interface was built **responsively** with **HTML5** and **CSS3**, demonstrating proficiency in **programming logic**, mathematical problem-solving, and solid front-end web development fundamentals without external library dependencies.

⋆ **Tech Stack:** JavaScript | HTML | CSS

Portfolio Website GitHub Demo

Development of a high-performance **Single Page Application (SPA)** using **React** and **TypeScript** on the **Vite** ecosystem, prioritizing strict typing, scalability, and code maintainability. The project architecture was structured **modularly**, integrating **Shadcn UI** and **Tailwind CSS** to build a **responsive**, **accessible (A11y)** interface with native support for dynamic themes (**Dark/Light mode**). The system features a custom **internationalization (i18n) solution** implemented via **React Context API**, allowing efficient global state management for multilingual support, along with performance optimizations for asset loading and high-complexity UI components.

⋆ **Tech Stack:** TypeScript/JavaScript | React | Tailwind CSS | Shadcn UI | Vite | Vercel | Cloudflare R2

MAIN COURSES AND CERTIFICATIONS

React and Node.js: Consuming APIs in Full Stack Projects | Credential .... Alura
Node.js and Terminal: Mastering the Front-End Environment | Credential .... Alura
React: Web Apps with JSX and Hooks | Credential .... Alura
Tailwind CSS: Styling with Utility Classes | Credential .... Alura
Complete Java and Object-Oriented Programming | Credential .... Udemy
C# First Steps: Logic and Algorithms | Credential .... Udemy
Git and GitHub: Sharing and Collaborating | Credential .... Alura
PostgreSQL | Credential .... Alura
MongoDB: Introduction to NoSQL Databases | Credential .... Alura
Successful Negotiation: Essential Strategies and Skills | Credential .... Michigan University

SKILLS

- **Technologies:** TypeScript | JavaScript | Tailwind CSS | HTML/CSS | Node.js/Bun | React.js | Java | C# | MySQL | PostgreSQL | MongoDB | Git | Bash Script

- **Languages:** Fluent English and Native Portuguese.