

Thiago Faria Mendonça

IT Specialist | Technical Support | Automation

Available for global remote work

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PROFESSIONAL SUMMARY

- Professional with solid experience in technical consulting, working 100% remotely on national and international projects.
- Advanced English (C1 TOEFL), with excellent communication and experience in multicultural environments.
- Strong self-management, leadership, and results delivery capabilities under non-disclosure agreements (NDA).
- Flexible to work in companies of any size, with availability for remuneration in foreign currency.

PROFESSIONAL EXPERIENCE

English Teacher | KNN Idiomias

Jan 2026 - Present - Teaching English to different levels, focusing on conversation and applied grammar.
- Developing personalized lesson plans and tracking student progress.

Freelance Technical Consultant | Remote

(Current) - **AI Labeling & Model Training Specialist (2024 - Present)**: Focused on training AI models to solve complex development problems (emphasis on Python, JavaScript, and TypeScript). - Participated in large-scale projects in 2026, with over 100 tasks approved “above expectations” for technical quality and precision. - Engaged in automation, infrastructure, and technical support projects for national and international clients. - Responsible for self-management, direct client communication, and solution delivery under NDA. - Team leadership and remote project coordination.

IT Technician | Ideal Work

Jun 2024 - May 2025 - Performed standard technical support and maintenance tasks to ensure the continuous operation of IT infrastructure and systems. - Provided technical assistance to end-users, performing effective troubleshooting of hardware and software issues.

Systems Implementation Technician | SD Sistemas

Jul 2023 - Jun 2024 - Collaborated with clients in team preparation and application of operational procedures for new systems. - Implemented the SD Super and SD PDV systems. - Configured and managed Windows Server and Linux Server (Ubuntu) environments. - Administered Firebird databases (backups, integrity checks). - Developed automation scripts (Python, Bash, Batch) to optimize repetitive tasks (~20% improvement).

Operations Analyst | Moraes Comercial

Dec 2018 - Feb 2022 - Managed daily IT operations, ensuring the availability of critical systems. - Automated key internal processes using scripts (Python, Batch). - Conducted training for the team on newly implemented technologies.

IT Manager | Terrali Móveis Planejados

Mar 2012 - Aug 2018 - Led the IT team, overseeing the support and infrastructure areas. - Planned and executed IT projects aligned with strategic objectives. - Developed and maintained internal applications to optimize business operations. - Implemented backup and monitoring routines for servers (Linux, Windows Server).

TECHNICAL SKILLS

- **Support and Troubleshooting:** Level 1/2 Technical Support, Hardware and Software Troubleshooting, Root Cause Analysis, Ticketing Systems, Remote Support Tools, Technical Documentation.
- **Operating Systems:** Linux (Ubuntu, CentOS), Windows Server (Configuration, On-premise Troubleshooting, Maintenance, Basic Active Directory).
- **Scripting and Automation:** Python, Bash, Batch Scripting, PowerShell (Basic Knowledge/Learning).
- **Databases:** SQL Server (T-SQL Queries, Procedures/Views/Functions), MySQL, Firebird, Database Administration Fundamentals.
- **Cloud:** Azure (VMs, Storage), AWS (EC2, S3).
- **Development and API:** API Support and Testing Fundamentals, Programming Logic, JavaScript (Basic), HTML/CSS (Basic), C#.NET (Learning), React (Familiarity).
- **Version Control and CI/CD:** Git, GitHub Repositories, CI/CD Concepts, GitHub Actions (Familiarity).
- **Monitoring and Analytics:** Monitoring Concepts, DataDog, Splunk, Tableau (Familiarity).
- **Methodologies:** Agile/Scrum (Understanding of Principles and Practices).

EDUCATION

- **Bachelor's in Software Engineering (On Hold)** *Cruzeiro do Sul EAD* | *Expected: 2027*

- **Technical Degree in IT** *CETAP* | 2010-2011
- **Teacher Training (High School Level)** *Colégio Estadual Tobias Tostes Machado* | 2005-2009

LANGUAGES

- **English:** Advanced (C1 TOEFL)
 - **Portuguese:** Native
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