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OSCAR MORAO



Technical Support Engineer with strong experience in Ad-Tech, IoT, networks and telecommunications, development of internal tools, automation, API integrations, monitoring, and advanced troubleshooting.

Skilled in Python, Linux, SQL, cloud fundamentals, dashboards, and observability tools such as Grafana and Prometheus. Multilingual (ES/PT/EN) and proactive, with experience supporting global operations and optimizing processes through innovation and technology.

- EXPERIENCE & SKILLS
- ACADEMIC EDUCATION
- COURSES
- FAQ
- BIOGRAPHY
- CONTACTS
- REFERENCES

EXPERIENCE

Criteo

Technical Support Engineer | 2021 – Present
Global support for Ad-Tech, developing internal tools to help and troubleshooting.

Teltonika Networks

Technical Support Engineer | 2019 – 2021
Support for customers and employees on network equipment and integrated IoT solutions, prepare technical documentation, manuals, tasks and provide training for employees and customers.

Barra Som Sistemas de Audio

Professional Electronics and Sound Technician | 2018 – 2019
Repair of professional audio and lighting equipment, digital consoles and troubleshooting in areas such as networks, Wifi, UHF, broadcast and acoustic projects.

Grupo Cols Eventos.

General manager | 2009 – 2017
Planning and supervision of employee activities, supervision of production processes, increasing production efficiency and effectiveness, innovation and financial and logistical management, solving incidents, implementing strategies to improve products and services

C.V.G. Edelea.

Technical Support (Helpdesk) | 2014 – 2015
Migration to the Linux operating system, technical office support (Helpdesk), development of an office application to manage statistics on social needs in low-resource communities.

Freelance

Networks and telecommunications LTE/IoT consulting.
Applications and software development.
Design and outdoor advertising.
Development of 2D plans and 3D projects.
Business consulting.

CORE SKILLS

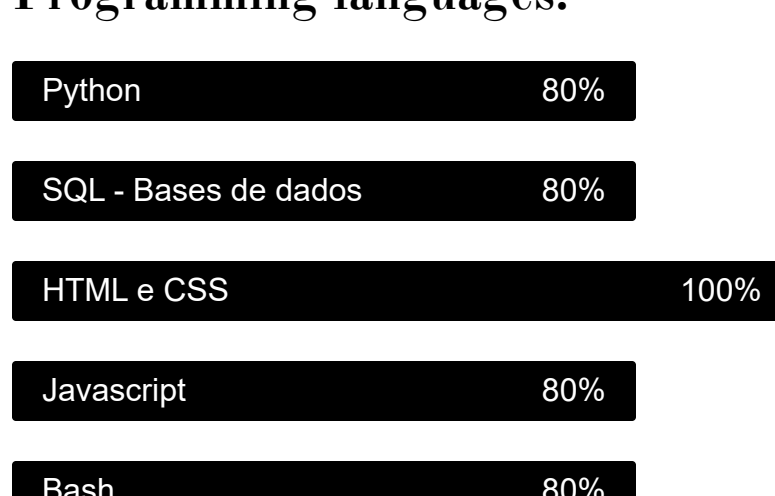
Operating Systems.



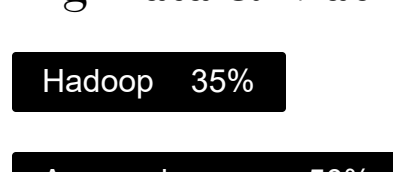
Languages.



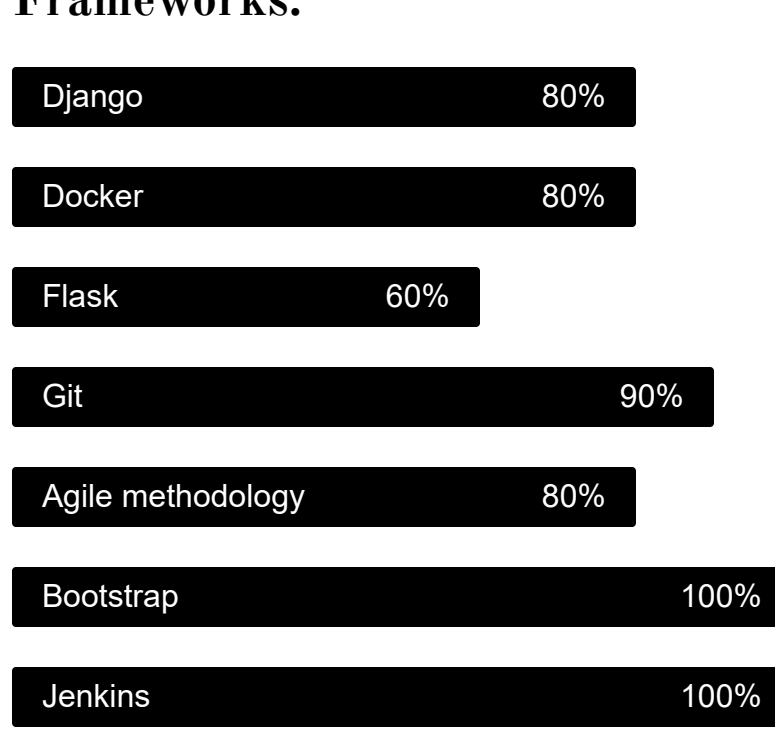
Programming languages.



Big Data & Machine Learning



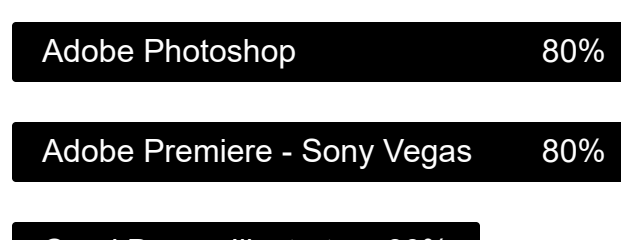
Frameworks.



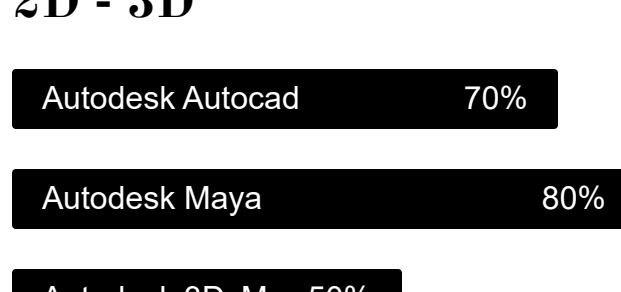
Office software.



Design - Video.



2D - 3D



ACADEMIC EDUCATION

SYSTEMS ENGINEERING | 2014 | UGMA GUAYANA

MEDIUM ELECTRONICS TECHNICIAN | 2006 | ETI SIMÓN RODRIGUEZ

COURSES

2016 - 2021

2011 - 2015

2006 - 2010

2000 - 2005

FAQ

Last updated - Feb 2024

Goal for the next 5 years?

My professional goal by 2029 is to have Senior level tools and knowledge in the area of development and data science. Furthermore, being able to balance the challenges of work and personal life.

Weak points?

- Taking responsibilities from other people to speed up processes and "Resolve" the situation.
- Keep a balance between my personal life and work is a challenge.
- Abandoning a project can sometimes affect me because I like to finish what I started.
- I am dismayed when I depend on approvals from superiors and exceed deadlines due to the lack of feedback from the boss.
- I could have more knowledge in the cloud and big data, but I haven't had the opportunity to work in these areas yet.
- Intolerance to lack of honesty.
- Difficulty prioritizing activities when they are all urgent, digital tools have helped.

Why hire me?

I am passionate about learning, having new knowledge and skills are my mission in life, this makes me a person who whenever I have any difficulty solving problems, I will be dedicating the time necessary to seek, understand and put into practice all the knowledge acquired. All the skills and knowledge we obtain are our heritage.

Greatest professional pride?

My greatest professional pride was leading developer teams, learning and developing leadership and innovation skills.

Strong points?

- Permanent learner, always open to understanding and learning new things.
- Honesty, fidelity and sincerity.
- Excellent communication and patience to deal with opposing thoughts.
- Commitment to deliver within deadlines.
- Ability to speak and write in 3 languages.
- Solve problems and present innovative solutions.
- Resilient, always making constant internal changes to improve all aspects of my life.
- Proactivity, I try to be one step ahead, without waiting for the next task assigned by superiors (Whenever possible).
- Strange ability to work under pressure and remain calm in the face of situations, focusing time and energy on solving the problem and not on the anxiety of not being able to finish.

Team work?

I like working in a team, it is usually possible to get a lot of different thoughts and new perspectives on problem solving. Other than that, I like to focus on time management, human talent and division of activities according to each phase of a project. Within a team there are different stories and each one has different ways of solving the same problem.

What is my story?



I was born in Puerto Ordaz – Venezuela, the son of a teacher and a middle class businessman, I started working at the age of 14 and have always been a person eager to learn about all possible topics.

At the age of 14, my first job was at my father's company, focused on maintaining residential and corporate carpets and sofas, with logistical responsibility for the company, scheduling appointments and even carrying out the operation.

At the age of 18 I managed to graduate as an Electronics technician, having the possibility of working in different companies as a sound technician for vehicles, an electrician in industries and in parallel studying at college.

At the age of 4 and a half, I managed to finish the Systems Engineering course curriculum, starting to work, professionally in different companies.

Soon after, I managed to work with the largest event production company in the south of Venezuela, a company where I started as a producer and ended up as general manager. By my own decision and due to the country's socio-economic crisis, I emigrated to Brazil.

Brazil, the country where I currently reside. I started working as a bricklayer, laborer among other jobs, until I got a job at the largest sound company in the north of Brazil, after about 2 years of work I decided to live in São Paulo due to a proposal made by an IoT multinational, the company being where I currently work.

CONTACTS



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