



DAVID WILLIAM ALLEIN
34 YEARS OLD

A professional with 7 years of experience in ERP system support and commercial automation, I have expertise in diagnosing and resolving technical issues as well as optimizing processes for retail companies. Currently, I am pursuing a degree in Internet Systems and enhancing my skills in Full Stack development through supplementary courses. I aim to expand my technical capabilities and experience to create innovative solutions that contribute to company growth and add value to the team.

LANGUAGES:

Portuguese – Native
English – Intermediate

EDUCATION:

Internet Systems undergrad
Enrolled in a Full Stack Development course
Enrolled in a General Accounting course
Enrolled in an English course

CONTACT:

+55 (47) 99734-6812
david.william.all@gmail.com
Blumenau, SC, Brazil
[LinkedIn](#) | [WhatsApp](#)

PROFESSIONAL EXPERIENCE

ATM Informática LTDA | 2018 – Present Systems Support and Implementation Analyst

System Deployment and Technical Support:

- Configuration, maintenance, and support of ERP, TEF, and Secullum systems, ensuring stability, integration, and operational compliance.
- Diagnosis and resolution of technical and operational issues, guaranteeing proper system functionality.
- User training and technical consulting, promoting the efficient use of technological tools.

Commercial Automation and Infrastructure:

- Remote support for the installation and configuration of equipment such as checkouts, thermal printers, scales, data collectors, and time clocks, ensuring complete compatibility with the systems in use.
- Conducting connectivity and integration tests between devices to ensure optimal equipment performance.

Service Management and Documentation:

- Registration and control of work orders, documenting detailed service records for historical tracking and solution monitoring.
- Preliminary negotiation for service contracting, assisting clients in defining the best solutions for their needs.

Guidance for Fiscal and Commercial Compliance:

- Assisting in configuring systems to meet fiscal requirements, while emphasizing that specialized guidance should be provided by an accountant.
- Acting as a technical intermediary with accounting firms, aiding in the integration of financial data for the accurate generation of reports and fiscal documents.

Optimization and Continuous Improvement:

- Implementation of best practices in security and data protection, mitigating operational risks.
- Monitoring and applying system and equipment updates to ensure continuity and operational efficiency.