



Kevin Willians Miguel


Date of birth: 26/08/1998

Residence permit: R012Q5856

CONTACT

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 [Kevinwmiguel](#)

 [Kevin Willians Miguel](#)

ABOUT ME

Proactive and self-taught professional, currently focused on cybersecurity, Linux systems, and shell scripting. Passionate about technology, problem-solving, and continuous learning. Eager to contribute to security-focused environments and grow within dynamic, tech-driven teams.

EDUCATION

42 Lisbon - **Student**

08/04/2024 – Current

Anhembi Morumbi - EAD

Bachelor's Degree Science Computer

09/05/2023 – **Current**

WORK EXPERIENCE

- **IT HelpDesk Trainee - Siemens Healthineers (Hybrid)**
Sep 9, 2024 - Current

- Oversaw the end-to-end setup and configuration of workstations and iPhones for new employees as part of the onboarding process.
- Delivered hands-on technical support for hardware malfunctions, wireless connectivity issues, driver installation, and software compatibility challenges.
- Contributed to the evaluation, testing, and deployment of new IT solutions and internal process enhancements.
- Provided on-site technical coverage during internal events, ensuring seamless equipment setup, real-time troubleshooting, and proactive monitoring of network performance.

- **Back Office Agent - Kaizen Gaming (Betano)**
Feb 6, 2023 - Sep 6, 2024 (Remote Work)

- Acted as liaison with casino providers to ensure round accuracy and compliance with slot and live game rules.
- Applied Scrum methodologies to streamline workflows and implement efficient procedures.
- Utilized in-depth knowledge of online sports betting and casino operations to handle complex cases.
- Managed customer-related cases via email and live chat, focusing on clarity, professionalism, and alignment with company policies.

Certifications

- Fundamentals of Technical Support – Google - [SVPC64S8R9ZV](#).
- Estrutura e Funcionamento das Redes de Computadores - Google –[FAPY2EUNJUSU](#)
- Amazon Certified Cloud Practitioner - [2023](#)

LANGUAGE SKILLS

Portuguese - Native Speaker

English

Listening	Reading	Spoken Production	Spoken Interaction	Writing
C2	C2	C2	C2	C1

Spanish

Listening	Reading	Spoken Production	Spoken Interaction	Writing
B2	B2	A1	A2	A1

Deutsch

Listening	Reading	Spoken Production	Spoken Interaction	Writing
A1	A1	A1	A1	A1

Projects Common Core 42 Lisboa

[Projects Link](#)

- Language C (strong knowledge with emphasis on clean code and software organization)
- 42 Lisboa (Piscine Concluded)
- Cybersecurity: Introductory knowledge of Kali Linux and MITRE ATT&CK framework
- Microsoft Office 2019
- HTML5 Web Developer – 21 hours – Digital Innovation One (DIO)
- CSS3 Web Developer – 43 hours – Digital Innovation One (DIO)
- Python - 120 hours - CursoEmVideo
- Version Control: Practical experience with Git and GitHub.
- Ifood Tech BootCamp JavaScript | TypeScript | Angular 75 hours– DIO
- MySQL – Udemy (Studying)
- Bootcamp Cloud AWS – 73 hours – DIO & AMAZON
- Hardware fundamentals and software flowchart design