



# Bárbara Lourenço

Looking for an internship

## PERSONAL INFORMATION

DATE OF BIRTH:  
21-11-1994 (26 years old)

ADDRESS:  
50, Route de Belvaux  
L - 4510 Oberkorn

EMAIL ADDRESS:  
[barbara.a.lourenco@gmail.com](mailto:barbara.a.lourenco@gmail.com)

PHONE NUMBER:  
+352 621 573 912

LinkedIn:  
[linkedin.com/in/barbara-lourenco](https://www.linkedin.com/in/barbara-lourenco)

## ONGOING CERTIFICATION

- Cisco CCNA (07/2021)

## IT Skills:

- Linux and Windows (Server / PC).
- Networks (Switching/ Wide Area Networks/ Wireless Networks/ Networks Management and Troubleshooting).
- IT Security (Cyber Attacks/ Mitigation Risks/ Risk Analyses).
- Programming languages (Java/ C/ Swift/ Web Programming).
- Ticket management tools.
- IT Reports.
- Basis in IT Project Management.
- Cyber Law.
- Business Software Systems (ERP/ CRM/ Value Chain).

## Education:

### Bachelor in Applied Information Technology

University of Luxembourg [09/2018 – 01/2022]

### Erasmus – Bachelor in Informatics Engineering

University of Coimbra [02/2020 – 07/2020]

### Installation and Maintenance of Networks and Systems Information

Coimbra Institute of Engineering [09/2012 – 01/2014]

## Work Experience:

### Different student jobs in Luxembourg

[05/2014 – 08/2018]

### IT Helpdesk Technician - Portugal

Streamline Lda. [04/2010 – 03/2014]

Main tasks:

- Ticket's creation, resolution and follow up.
- Support to users (around 250 teachers and 600 students).
- Computer troubleshooting.
- Computer preparation/ setup (hardware and software).
- Technical Support.
- Maintenance of the IT infrastructure.

## Soft Skills:

### I speak:

- Portuguese – Mother tongue
- English – Fluent (C1)
- French – Intermediary (B2)
- Luxembourgish – Basics (A1)
- Spanish – Basics (A1)

### I am:

- Dynamic and Social
- Pespicious
- Organized
- Problem solver by nature
- Persistent
- Open Minded
- Team-player who can also work independently