

# Macville Fernandes

## IT Support Engineer | Service Desk Analyst

Dublin, Ireland | +353 85 161 9657 | macville0127@gmail.com | linkedin.com/in/macville-fernandes | macville.celabe.com  
EU citizen (Portugal), full right to work in Ireland | Available immediately | Open to Ireland and UK

### PROFILE

IT Support professional with 3 years at **Siemens** resolving hardware, software, network and application incidents for end users, and writing the knowledge base articles and user guides that stop repeat tickets. Hands-on with **Windows, Microsoft 365 and Active Directory**; certified in Google IT Support and Google System Administration. Based in Dublin with full right to work in Ireland and available to start immediately.

### CORE SKILLS

**IT Support:** Incident triage and resolution, end-user support, hardware and software troubleshooting, application support, IT asset records

**Microsoft & Identity:** Windows, Microsoft 365, Active Directory (user accounts, groups, access)

**Networking:** LAN and Wi-Fi fault finding, TCP/IP, DHCP and DNS fundamentals

**Documentation:** Knowledge base articles, user guides, how-to and troubleshooting guides, technical manuals

**Also:** Linux server basics, AWS hosting, Python, SQL, JavaScript

**Languages:** English (professional working proficiency), Hindi, Konkani

### PROFESSIONAL EXPERIENCE

**Software Developer & Technical Writer** | Siemens

Oct 2023 – Sep 2026

- Resolved software, hardware, network and application issues for end users, finding root causes to keep downtime to a minimum.
- Wrote knowledge base articles, user guides and technical manuals, improving documentation quality and helping users fix common issues themselves.
- Maintained system configurations, IT asset records and technical documentation in line with security and compliance requirements.
- Built and maintained internal tools supporting day-to-day business operations.
- Worked with cross-functional teams to resolve technical issues and roll out software enhancements.

**Software Engineering Intern** | Patnekars Private Limited

Aug 2022 – Oct 2022

- Applied structured troubleshooting that contributed to a **40% reduction in defects** and better system reliability.
- Configured and maintained web-based systems and supported backend infrastructure in a live environment.
- Gathered requirements with cross-functional teams and prioritised technical tasks.

### CERTIFICATIONS

- Google IT Support (2025) | Google System Administration and IT Infrastructure Services (2025)
- Cisco Networking Basics (2025) | Cisco Computer Hardware Basics (2025)
- Microsoft: The Microsoft 365 Ecosystem (2025) | Linux Server Management and Security, University of Colorado (2025)

### PROJECTS

**GoanCart** (AWS, 2023): deployed and ran a cloud-hosted e-commerce platform, covering server configuration, storage, scaling and uptime.

**Student Records System** (C#, MySQL, 2021): centralised database with user authentication and role-based access control.

### EDUCATION

**Bachelor of Engineering, Computer Engineering** | Don Bosco College of Engineering  
3rd place, Tech Mania 2K23 project competition (Computer Engineering department).

2023