

HENRIQUE FERNANDES DOS SANTOS

Castanhal, Pará, Brazil | Seeking fully remote opportunities

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JUNIOR SOFTWARE DEVELOPMENT, AUTOMATION AND IT SUPPORT

Computer Science undergraduate at UNIGRANDE with a one-year internship at Sage Networks, a cybersecurity company. Practical experience handling support tickets, blocking domains and checking connectivity between networks. Built personal software projects and API integrations using AI-assisted development.

PRACTICAL PROJECTS

Nexobium | Cloud business management application

- Built a cloud application that is online and running, supporting Brazilian service invoice issuance, financial management and company task management.
- Integrated APIs for government-related service invoice functionality.
- Backend: JavaScript, Node.js and NestJS 11. Frontend: React 18, Vite, Tailwind CSS and Radix components.
- Database: PostgreSQL 16 with Prisma ORM. Deployment: Docker on a VPS.
- Used artificial intelligence as a development support tool.

Automation and scripts

Created WhatsApp and social media automations, including AI models integrated into customer service workflows. Built scripts and applications for personal use. Familiar with n8n.

PROFESSIONAL EXPERIENCE

Sage Networks | Customer Service and Technical Support Intern

March 2025 – March 2026

- Responded to customer support tickets.
- Performed domain blocking as requested.
- Checked connectivity between customer networks and company infrastructure.
- Used Linux and the terminal; gained introductory exposure to Proxmox, NetBox and monitoring platforms.

EDUCATION

Computer Science — UNIGRANDE

Undergraduate degree in progress. Average grade in completed courses: 9.41/10.

TECHNICAL KNOWLEDGE AND LANGUAGES

Used in projects: JavaScript, Node.js, NestJS, React, APIs, PostgreSQL, Prisma ORM and Docker.

Additional knowledge: SQL, Git/GitHub and n8n; Python with AI-assisted code generation.

Basic infrastructure knowledge: Linux, terminal, servers, VPS, Proxmox, Zabbix, NetBox and WinBox.

English: able to read technical documentation; not yet conversationally fluent.