

# Bruno Mussati

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IT SUPPORT TECHNICIAN

## PROFESSIONAL SUMMARY

Motivated and reliable IT Support Technician with CompTIA A+ (in progress) and strong foundation in hardware troubleshooting, operating systems, and basic networking. Passionate about solving technical issues and providing user support in fast-paced environments. Hands-on experience with Windows, Linux, and macOS, including system setup, diagnostics, and troubleshooting. Strong communication skills and ability to support users effectively, both remotely and on-site.

## Work Experience

### FullDynamic Studio - Brazil

IT Support Web Developer / 2023 - 2025 - Remote

- Provided user support and resolved technical issues
- Assisted with website troubleshooting and bug fixes
- Created wireframes and prototypes using Figma and Adobe XD
- Improved user experience through testing and feedback

## Technical & Operational Experience

- Experience working in fast-paced environments with strong time management
- Proven ability to troubleshoot issues and follow structured processes
- Strong attention to detail and ability to work independently
- Experience supporting customers and resolving problems efficiently

## Additional Information

- Full work rights in Ireland
- EU Passport Holder
- Immediate availability

## Education

### Ecolloge Limerick

2026 - Present

CompTIA A+

### Ecolloge Limerick

2022 - 2023

Specialists in Python

### LCFE Limerick

2021 - 2022

Programming JavaScript

## Skills

**Hardware:** PC assembly, upgrades, diagnostics, troubleshooting

**Operating Systems:**

Windows(10/11), Linux, MacOS

**Networking:** TCP/IP, DHCP, DNS, LAN/WAN, wireless networking

**IT Support:** User support, ticket handling (basic), troubleshooting, issue resolution

