

LUCIANO GERTRUDES

Application Engineer | Technical Support Engineer | Systems Deployment

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PROFESSIONAL SUMMARY

Computer Engineer with 7+ years of experience delivering **technical support (L2/L3), systems deployment, and application engineering** for mission-critical software in the global mining industry. Proven track record implementing and supporting **fleet management, safety, and dispatch systems** for major clients across Brazil, Peru, Mexico, Canada, and Australia. Strong background in **databases (PostgreSQL, SQL Server, Oracle), log analysis, root-cause investigation, reporting, and customer training**. Comfortable operating in multicultural, high-pressure environments where reliability and clear communication are essential.

CORE COMPETENCIES

Technical Support & Operations: L2/L3 support · Incident management · Root-cause analysis · Log analysis · Customer onboarding & training · Technical documentation · Field trials

Databases & Reporting: PostgreSQL · SQL Server · Oracle · SSRS / Report Builder · Power BI · Azure Data Studio

Programming & Systems: SQL · Python · Shell/Bash · C/C++ · C# · HTML/CSS · Windows Server · Linux

Tools & Methods: JIRA · Confluence · Salesforce · Scrum · Site acceptance testing · Pre-sales support

PROFESSIONAL EXPERIENCE

Hexagon Mining — Belo Horizonte, Brazil

Application Engineer

Jun 2021 – Nov 2024

- Functional product expert for the Underground Operations portfolio (Mine Operate UG Pro), acting as the technical bridge between customers and product engineering.
- Led field trials, defined success criteria, and approved product features for release.
- Owned product documentation delivery: user guides, installation instructions, and technical reference materials.
- Delivered functional, installation, and support training to sales, service, and support teams worldwide.
- Reviewed enhancement requests and provided usability requirements to engineering, ensuring deliverables met product specifications.
- Provided technical pre-sales support and system deployments across Brazil, Peru, Mexico, Australia, and Canada.

Deployment Analyst

Jan 2021 – Jun 2021

- Performed on-site and remote deployments of fleet management and safety systems at mining operations across South America.
- Coordinated system rollouts and conducted site acceptance tests, ensuring successful go-lives.

Support Engineer

Jan 2019 – Jan 2021

- Delivered L2/L3 technical support for mining dispatch, safety, and fleet management systems.
- Analyzed application logs, managed user access, and resolved server and database issues (PostgreSQL, SQL Server).
- Developed custom reports with SQL Server Reporting Services and maintained data integrity across client environments.

Support Intern

Sep 2017 – Jan 2019

- Assisted the services and support team with system deployment, database maintenance, data analysis, and customer support for mining clients in Brazil.

KEY INTERNATIONAL DEPLOYMENTS

Yamana Gold – Jacobina Mine (Brazil, 2020) · Nexa Resources – Aripuanã (Brazil) and Cerro Lindo (Peru, 2021) · Torex Gold (Mexico, 2023) · Aeris Resources (Australia, 2024) · NORCAT Training Facility (Canada)

EDUCATION

B.Sc. in Computer Engineering — Pontifical Catholic University of Minas Gerais (PUC Minas), Brazil · 2013–2020

Degree internationally validated by the University of Toronto (ECA).

CERTIFICATIONS

Scrum Foundations Professional Certificate (SFPC) · Foundations of Project Management (Google) · Android for Beginners (Study Jam)

LANGUAGES

Portuguese — Native · English — Advanced · Spanish — Intermediate