



PERSONAL INFORMATION



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Sex M | Date of birth 10/04/1976 | Nationality Portuguese

JOB APPLIED FOR
POSITION
PREFERRED JOB

Systems Engineer
Systems Engineer
Support Engineer/ Team leader/ Project Manager

PROFESSIONAL SUMMARY:

Aug 2020/ Feb 2021 Auchan Retail Portugal.

Maintenance and Troubleshooting of Windows server systems 2019, 2016, networks and infrastructure;
3rd line support for users of Windows systems and infrastructure.
Managing Active Directory, GPO and application virtualization with VMware tools.
Experience in Software Deployment via SCCM, Patching Microsoft Windows Servers and Clients.
Elaboration of technical specifications and work preparation to apply project implementation.

Feb 2018/ Jul 2020 Bold International.*Main Project's include:*

Implementation of projects in Microsoft systems for **Altice Portugal** - PT Companies in large clients,
The competences performed are related to Microsoft technologies, in that refers to infrastructure with a special focus on server operating systems (Windows 2008, R2, 2012, 2016 and 2019), cloud computing, data security, virtualization infrastructures.
Development of support activities for organizations in the definition, design of processes and IT infrastructure management, bringing its processes closer to ITIL principles.

July 2014/Jan 2018 ITEN Solutions Information Systems – SA*Main Project's include:***IP –Infraestruturas de Portugal.SA**

Provide Migrations and Implementations of Exchange Online and **Office365** projects, Ongoing technical support. Troubleshooting, managing, and resolving customer issues in Exchange Online.
Remediation Windows Servers, IIS, Exchange, DNS.
Consolidation and Migration Cross AD Forests.
Support Trace analysis, and other sophisticated tools to analyze problems and develop solutions.

IGF – General Finance Inspection - Finance Ministry

Cross forest Migration Microsoft Exchange 2010 server to 2013
Migration Microsoft Lync 2013 to Skype for Business 2015 server

**SPMS EPE – SNS National Health Service - Health Ministry
Office365 – Projects**

Preparing ON Premises Infrastructure AD, IIS, Proxy (ISA/TMG and Exchange).
Consolidation /Migrations AD, Exchange Servers 2003, 2007 and 2010 to Office365
Remediation Windows Servers, IIS, Exchange, DNS, Patching updates.
Troubleshooting Office365 issues, Cloud identity, AD Connect and ADFS.
Administration Microsoft Office365 Online Portal.

Other Support in several technologies remote:**Main roles:**

Windows Servers 2008 and 2012 R2, Exchange 2007, 2010, 2013 and Off365.
Microsoft Azure, DirSync, AAD Connect, EMS and PowerShell Scripts.
Microsoft Systems configuration and Operations manager (SCCM/SCOM, SUP/FEP
MDT and WDS - Windows Desktops Management (Windows 7, 8.1 and 10)
Symantec Endpoint Protection Manager and Symantec Backup Exec Administration.

**Set 2013/April 2014 - Minerva Central, J.A Carvalho, Lda.
Maputo - Mozambique****Main roles:**

IT Manager and Systems administrator (10 retail stores) – 200 Users.
Management IT service, providers and 3rd party Applications Support.
Implementing policies AD, Backup's and TMG (proxy server).
Manage and Troubleshooting VPN (PFSense)/ VMware platform, Linux systems and Security/ Anti-virus.

Jun 2010/July 2013 - MotorPress Lisboa, SA (a Bertelsmann Group Company)

Main roles:

Administration Microsoft platform.
Windows 7 Image deployment, using MDT 2010.
Deployment policy management, AD, Network services, backups and A Virus
Managing VMware Infrastructure 5.1 and server virtualization.
Implementation of CA Brightstor Backup Server R16.5, Windows Server
2008 R2 deployment, Microsoft Support Exchange 2010 server and TMG 2010.
Administrative Tools: AD Admin Tools, network services, security rules - R75 Checkpoint

Oct 2008/May 2010 Trendis - Engineering Services Computer

Main roles:

Consulting in several clients (ENSP, INESC, IST-POSI and Lapa Palace Hotel)
Management Infrastructure services TCP / IP, AD, DHCP and DNS.
Backup's management, Storage, Web services, updates, exchange 2007.
Coordinator helpdesk team (Remote and field support)
Remote technical support and on site to users, laptops and Wintel servers.
Operation of several network services and protocols (AD, TCP/IP, DNS and DHCP)

Jan 2000/Sept 2008 Reditus Consulting Group, SGPS - Lisbon Portugal

Main roles:

IT Specialist - Consulting in several clients (TMN - Portugal Telecom), Millennium BCP - Servibanca, Santander Bank, BPN (Portuguese bank)
Internal technical support to users, PCs, printers and some windows servers. Management infrastructure AD, Communications and Mail Exchange 2007.
AD Maintenance, GPO's and Server System Management, Service Desk 2nd, 3rd line.
Research, tester and Implementation new technological and solutions.

EDUCATION and TRAINING

Certifications

Technical certifications:

- 2018 - PMP (Project Management Professional)
- 2017 - Microsoft® Certified Solutions Associate: Windows Server 2016
- 2017 - Solutions Expert: Cloud Platform and Infrastructure
- 2012 - Installing, Configuring and Administering Microsoft Hyper-V R2 in Rumos.
- 2008 - ITIL Foundation V2.
- 2007 - Formação Pedagógica de Formadores (CAP) in NHK
- 2007 - Microsoft Certified Systems Engineer and Administrator 2003 in Galileu.
- 2002 - Microsoft Certified Systems Engineer and Administrator 2000 in Techdata.
- 2002 - Microsoft Certified Professional 2000 in Techdata.

College Courses:

- 2009/10- Postgraduate in Management and administration of Microsoft Systems- UFP
- 2001/02 - Degree in Computer Science ISTE - Advanced Technologies Institute.
- 1998/99 - Bachelor Degree in Computer Management - Lusofona University.

SKILLS, SPORTS AND SOCIAL COMPETENCES

- Organization of sports and recreational activities.
- Soft Skills and teamwork passion.
- Ability to adapt to multicultural environments.
- Travel and experience other cultures.
- Trail Running, Swim and cycling.

PERSONAL SKILLS

Mother tongue(s) Portuguese

Other language(s)

| | UNDERSTANDING | | SPEAKING | | WRITING |
|--|---------------|---------|--------------------|-------------------|---------|
| | Listening | Reading | Spoken interaction | Spoken production | |
| English | B1 | B1 | B1 | B1 | B1 |
| Replace with name of language certificate. Enter level if known. | | | | | |
| French | A1 | A1 | A1 | A1 | A1 |

Levels: A1/2: Basic user - B1/2: Independent user - C1/2 Proficient user
Common European Framework of Reference for Languages

Driving licence Cat .B