



SÉRGIO DUARTE

SYS Admin

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ABOUT ME

Let me introduce myself, I've worked as an IT technician for over 7 years. I've worked in high-stress environments with high workloads and short SLA's but in the end my love for everything IT still grows every day. and that is what drives me to keep learning

EDUCATION

2015-2016

CURSO PROFISSIONAL DE PROGRAMADOR DE INFORMÁTICA
CENTRO DE FORMAÇÃO DE LISBOA
C/C++, JAVA, C#, Visual Basic, MySQL, Oracle, COBOL, PHP, ASP.net Windows Server 2012 EQF level 4

2006-2009

12° ANO - CIÊNCIAS SOCIAIS E HUMANAS
ESCOLA SECUNDÁRIA PADRE ALBERTO NETO EQF level 3

EXPERIENCE

09/2023 - Ongoing

Solutions Enginner- Sourcing Trust

Project Management and implementation of Microsoft Modern Workplace solutions
SCCM and Intune implementation and configuration
Applying Policies, Compliance and security best practices
Creation of a Windows corporate operating system Image (MDT)
Software packaging and distribution (ADT)
DevOPS - Working with agile\SCRUM methodology

03/2023-09/2023

JUNIOR SYSTEM ADMINISTRATOR - SHORE SPUN

Perform daily administration of Microsoft platforms.
Azure Active Directory ·
Windows Server(2008,2012,2016)
Active Directory, Windows, Exchange,
Sharepoint, Teams, and Exchange(365)
Preparation and Migration from Exchange OnPrem to O365
Identity & Access Management (IAM)

09/2022-03/2023

JUNIOR SYSTEM ADMINISTRATOR - PLATFORM

Perform daily administration of Microsoft platforms
Azure Active Directory
Identity & Access Management (IAM) - User Onboarding
Windows Server(2008,2012,2016) - DHCP, DNS, Active Directory
Sharepoint, Teams and Exchange(365)
Office 365
ESET(AV - 2FA)
Domain management - dominios.pt
Adobe Suite admin,
Autodesk suite admin
Identity & Access Management (IAM)
PHC - Installation and Troubleshoot

08/2019 - 09/2022

IT TROUBLESHOOTER - SHORE SPUN

Technical support - 2nd Line Diagnostics and software configuration
Identity & Access Management (IAM) - User Onboarding and access Management
MS office tools (onPrem and 365), Windows Office 365 Administration
Licensing and user configuration
Adobe Tenant administration
SAP Logon client and addins configuration\troubleshooting
Active Directory and Azure active directory administration - User and workstation
OneDrive, Sharepoint and Teams Tenant administration
SCCM - Management of Client and user collections - Workstations and User
Software installation and general troubleshoot
Remote access tools - Remote Control (SCCM), RDP(remote access), Windows
Virtual Desktops
ITSM Tool(easyvista - ServiceNow)

11/2016 – 08/2019

HELPDESK - SHORE SPUN

Technical support 1st and 2nd Line Diagnostics and hardware repairs
Diagnostics and software configuration - MS office tools, Windows, Smartdocs and
Data Stage , Cisco AnyConnect, WEB VPN. Active Directory Administration -
creating and managing users and computers DHCP - creating IP reservations
PrintServer(2012 r2) - configuration and managing printers File Servers - creating
and managing shares creating and configuring virtual Machines Hyper-V, VirtualBox
Remote access tools - TightVNC, RDP(remote access)
Identity & Access Management (IAM) - User Onboarding and access Management
ITSM Tool(easyvista)

02/2016 – 04/2016

WEB DESIGNER - EASY 4 YOU

WEB development(PHP/HTML) Hardware maintenance/repair Installing and
configuring printers and other peripherals

LANGUAGE SKILLS

MOTHER TONGUE(S): Portuguese

OTHER LANGUAGE(S): English

Listening - C2

Reading - C2 Spoken

production - C1

Spoken interaction - C1 Writing - C1