

SANDRA SANTANA



CONTACT INFORMATION

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SUMMARY

Over 18 years of experience, primarily dedicated to IT, telecommunications, and Infrastructure projects. Experience in change management, planning, client engagement, and stakeholder. IT Manager Information Technology projects, focused on achieving efficient results aligned with company. Expertise in Design, implement, and manage (LANs, WANs, Wi-Fi, and other networking technologies). Experience in coordinate resources to optimize project efficiency, manage tools and software critical to project success and monitor financial aspects to ensure budget adherence. Facilitate clear and effective communication among team members. Tracking issues and risks to mitigate project challenges. Ensure adherence to established processes. I consider myself a dynamic person, with the ability to integrate easily, a strong team spirit, and dedication to continuing a motivating professional career, excellent communication and interpersonal skills for effective stakeholder interaction.

PROFESSIONAL PROFILE

Carlos Caridade Unipessoal, Lda.

*(Restaurant and Event Management Company)
August 2022 – Present*

Responsible for controlling and organizing inventory essential to the proper functioning of both the restaurants and the events held in their private venues.

Experience in customer service for events as well as managing supplier relationships.

Overseeing the entire process of HACCP (Hazard Analysis and Critical Control Points) forms (Food and Economic Safety Authority- ASAE).

Project/Account Manager (Technical-Commercial)

IBM (Brazil) - São Paulo - 2015 – 2018

At IBM, I served as the leader in integrating technical and commercial areas, responsible for the development of proposals and service contracts for product and technology support (Mainframe Servers, Power, Storage, Networking, and Multi-Vendor), as well as contracts for hardware maintenance, software support, and SWMA (Software Maintenance Agreement) renewals. Actively participated in defining project scope, timelines, and budgets.

TECHNOLOGIES: IBM Tools

Account Manager (Technology Area)

Scopus Tecnologia (Bradesco) São Paulo, Brazil – November 2003 – March 2015

Responsible for account management and client relations in a technical environment.

Extensive involvement in project support within IT and Telecom environments.

Responsible for analyzing proposals, conducting risk assessments, contract analysis, project development, and both pre-sales and post-sales activities for various clients, primarily large financial institutions.

Prepared manuals for the implementation of technical equipment. Responsible for training new technicians, and configuring and implementing CISCO systems for clients.

TECHNOLOGIES: Routing, Switching, Access Point, VMware, Huawei, Cisco, Aruba, ITIL, and COBIT Methodologies.

EDUCATION

Google IT Support Professional Certificate – Coursera.org – Portugal
May 2024 – Present

Business Management – Babson College,
Boston – 2012

Postgraduate in Project Management (PMI)
Centro Académico SENAC – 2011 – 2012

Specialization in Telecommunications and Networking
Telecom – CTT – 2001 – 2002

Bachelor's Degree in Data Processing
Faculdade de São Paulo (FASP) – 1998 – 2001

RELEVANT SKILLS

- JIRA, MS-PROJECT, Agile, Waterfall
- ITIL, VMWARE, WIRESHARK, MNM
- CISCO, Huawei, TP-Link, ARUBA
- CCNP

Languages

- Portuguese - Native
- English - Intermediate
- Spanish - Intermediate

Technical Support Analyst – Mude Distribuidora
2000 to 2002

Implementation of new services, support migrations at the 2nd and 3rd levels. Planning new servers and network infrastructure equipment. Involvement in traffic control, LAN, and WAN security.

TECHNOLOGIES: Vmware

Helpdesk Support – Teletech
1999 to 2000

User support. Configuration and troubleshooting of modem connectivity issues. Issues with Netscape, Internet Explorer, Opera, and Outlook browsing.