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PROFESSIONAL OBJECTIVE

Opportunity in IT Department / IT (infrastructure)

SUMMARY OF QUALIFICATIONS

● Professional with more than 20 years' experience in Infrastructure environment and Information Technology, in a big companies, national and multinational as Lan Designers, GAIA Comércio Exterior LTDA, PGS Suporte Logístico e Serviços LTDA, Nexa Tecnologia, TechnipFMC, SHV Energy and Equinor all these years dedicated to an area infrastructure and Technology Environment, Quotation and Purchasing IT equipment, contracts negotiation, managing service levels agreement (SLA), participation in a global important projects (HPC core switch replacement, Office 365, datacenter core switch replacement, Windows *Rollout,* SCCM administration, Azure migration), *changes* and systems Implementation;

● Solid Knowledge in a HPC (High Performance Computer) and storages, large experience in network equipment Cisco and Force 10 (switches, Call Manager, IP phones), very well experience in IT support worldwide first level to London, Oslo, Houston, Singapore, Cairo, PGS Vessels, Netherland and India;

● Specialized to offer technical support to internal clients and network infrastructure maintenance.

● Expertise in IP Telephony and Data Networks, Internet, Videoconference, Cisco Call Managers ADM, ERP TOTVS administration, SAP troubleshooting, IP Security systems, APC Netbotz and NAGIOS monitoring systems, IBM and Panasas Storages administration.

● Broad network of relationship with the main suppliers of solutions and new technologies in the market of IT Infrastructure.

● Capacity to be a member of global high-performance teams, with result orientation.

● Graduate degree in Network Technology, Graduate in Project Management (FGV), MICROSOFT certified AZ900, English Advanced.

PROFESSIONAL EXPERIENCE

Equinor S.A.   **Jan/2023 – until the moment.**

IT Principal Analyst Digital Solution Engineering – (Infrastructure)
● Member of a global team responsible for Data Center Optimization and reporting directly to Norway.
● Support other teams to improve technical procedures related to Data centers.
● Contributing on Data Center Global meetings to consolidate services in order to reduce the number of Data Centers.
● Work together with Storage global team to analysis how get the best performance and reduce the company costs.
● Weekly meetings with DC optimization Team to review the ongoing projects and discuss the future actions to aggregate value to the company.
● Collaboration in high performance with Datacenter, Network, DBA, security teams.

SHV Energy S.A.   **Jun/2020 – Oct 2022.**

IT Senior Support Analyst – (Infrastructure)
● Work in an infrastructure production team supporting several applications such as SAP, Exchange on premise, file servers (local and remote locations), SharePoint, other applications related to the business, etc.
● MS Office 365, Teams, Windows 10, Windows Server 2008R2, 2012, 2016, 2019.

- Support on Azure environment.
- Collaboration on migrating Exchange on premise to O365, other global teams involved.
- Member of a global team, reporting to Netherland IT head.
- WSUS Administration, WiseIT, ServiceNow, IIS, SFTP.
- Weekly IT meetings with other teams from another BUs, India, US, Netherland, Poland.
- Experience in Hyper-V virtualization.
- Member of Project to integrate HR, Jira, Condeco, SAP Fiori, Horácius and others to AAD via Single Sign On.
- Responsible for been local focal point for global projects.
- Responsible for a Global SOC demands for Brazil BAU.

Nexa Tecnologia - TechnipFMC.   Dec/2018 – Jun/2020 and Oct/2022 - Dec/2022.

IT Senior Support Analyst – (Infrastructure)

- Member of a global application support team with a portfolio of dozens of third-party software and proprietary software also.
- Managing opening, approving, assessing and applying Changes, Incidents and problems for the Global Release Team.
- Analysis and application of patches for each application in development, pre-production and production environments.
- Creation and update of procedures for each application supported by the Global Release Team.
- Troubleshooting and error log analysis of applications supported by Release Team.
- Collaboration in high performance with Datacenter, Network, DBA, security teams.
- MS Office 365, Skype for Business, Windows 10, Windows Server 2008R2, 2012, 2016.

Confederação Brasileira de Volei - CBV.   Apr/2018 – Dec/2018.

IT Support Analyst – (Infrastructure)

- One of responsible for network administration and support of all equipment inside the CBV organization.
- Management network switches Cisco and Linksys, call manager Avaya, wireless Ruckus, firewall Fortigate, CCTV with IP cameras.
- Servers support physical and virtual, Windows and Linux, virtual servers on AWS cloud.
- I also do a Support to ERP system from TOTVS on AWS cloud, Database server SQL 2014 virtual, Windows servers 2014, web internet portal for TOTVS, patches installation, database version migrations, services monitoring and user interface with TOTVS.
- Support to virtual environment local using VMware 5.5 version.
- I do technical support to AWS cloud environment, storage gateway, TOTVS, VPN, SQL server, Federation Server, Active Directory.
- I work with links administration between CBV offices and internet.
- Office 365 support and Exchange on Microsoft portal.
- I do Support to international events related to Beach Volleyball and Indoor Volleyball involving the Brazilian Male and female principal team, all infrastructure connections to the press and all workers involved to the event.
- I work with Equitrac print system, follow you print service, scan to me, billing in a virtual server t AWS.

PGS Suporte Logístico e Serviços LTDA   Feb/2006 – Dec/2017

IT Senior Support Analyst – (Infrastructure)

- Responsible for high viability of data and voice Rio Office network, cooperation with remote teams in Houston, Oslo, London e Singapore.
- Costs reduction with hardware, power, square meters inside computer room, we virtualized the principal servers and implement a Disaster Recovery cluster in Houston, the main services were virtualized (print server, file server, Exchange, Nagios, CFengine, Radius, terminal server, SQL server);
- I was part of the office moving project where we made all Systmax's CAT7 structured cabling and 10Gb Fiber optic for the Seismic Processing department, electrical cabling and server room planning for the office, changing links, installing security systems with Avigilon IP cameras (server + storage);

- I was a local member of Rio Office Core Switch replacement project, resulting in minimal impact to our internal customers; I quoted and purchased a Cisco Modular Switch (4500E) with 10 UTP + Fiber blades, the total investment being around 1.5 million reais;

- I did a training in Houston and implemented the Service Desk culture in Rio Office following the ITIL concepts and using the tool MS Service Manager to open and managing tickets and do a report;

- I participated as a team member in a Datacenter colocation Project, the goal was move 800 Linux Servers (Seismic Processing Cluster) into a third part Datacenter with a minimal impact for the business, it involved new links contracts, several meetings with the main companies (TIVIT, Level3 and Equinix). As a final result PGS has decided to Level3 because was the best cost/benefit at that moment.

- I´ve implemented the network security Project NAC on Rio Office doing certificates installation, configuring switch ports for clients and *whitelist* ports for network equipment (printers, Access Points, VC, IP Cameras, etc;

- I´ve done software homologation to do the Project Windows 10 rollout in all Rio Office Windows machines, the operational system installed was W10 Enterprise;

- I worked as a local support for Linux users (CentOS), Windows 7 and 10, also did support to the Windows and Linux servers in Rio office (File Server, Exchange Server, SQL Server 2016, ERP TOTVS, Cfengine, Terminal servers, Print servers, CCTV server , IBM Storwize V3700, APC Netbotz monitoring systems;

- I managed Windows machine installations using SCCM and Linux using Cfengine;

- Administered Windows and Linux user accounts; AD, DHCP, DNS, Likewise, wireless Bluesocket;

- I did the backups policy for Rio Office with the Backup Exec tool and doing an external Tape Disaster Recovery at Riooffsite company and at our Head Office in Houston as a second option of DR;

- I have knowledge in tape libraries IBM LTO6, 3590 and 3592, Storages IBM Storwize V3700 and Dell and Panasas;

- Supporting the cluster servers, keeping the machines up to date and available for application and production, I used xCat for the server's management, NFS and PANFS to export Panasas storage directories (2.5 petabytes) to servers and users, cfengine for upgrading internal client workstations;

- I did changes on the office switches and call manager when needed, changing vLANS, creating virtual and physical extensions, configuring the NAC on the ports and any other setup that was needed;

- I have done first level support for users from other offices, Oslo, Houston, Cairo, London and Vessels;

- I have Organized and negotiated maintenance contracts for servers, storages, switches, call managers, firewall, printers, office UPS 30KVA and Cluster 300KVA.

ACADEMIC EDUCATION AND COMPLEMENTARY COURSES

- Post-Graduation – Project Management – FGV – 06/2021.
- Graduate's degree in Network Technology – Centro Universitário da Cidade, 2011.
- MS Azure cloud AZ900 Foundations and AZ104 Administration.
- Course MS Azure AZ-104, AZ-303 and AZ-304 - KA Solutions 2022.
- Course MS 20410 e MS 20411 – Installing, Configuring and Administering Windows Server 2012 (Allen);
- Course RHCA Red Hat Certified Administrator (Aikon);
- Course IBM Xseries – Certified;
- Course Microsoft Introduction to installing and managing MS Exchange Server 2007;
- Certifications: MCP – Microsoft Certified Professional (ID 2688015);
- Course MS Windows 10 Introduction, Foundations and Troubleshooting – Pluralsight;
- English Advanced, Spanish Basic, Portuguese Native.