

André Gustavo Montenegro dos Santos

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OBJECTIVE

I am looking for an opportunity to use my skills and knowledge in technology, contributing to the growth and innovation of the company.

SUMMARY

I have extensive experience in Information Technology, with over 15 years of practice. I work with the migration of local servers to public clouds with the benefits of cost reduction, increased operational efficiency, scalability, and enhanced security. In addition, I have broad experience with local infrastructure, IT projects, implementation, and administration of networks, firewalls, and Linux and Windows servers.

I also have experience with Help Desk, Web Development, and Graphic Design. Furthermore, I have experience in team management and administrative routines.

I know cloud platform, AWS, Azure, GCP, Linode and Wasabi, Terraform, Kubernetes, Docker, Ansible, Prometheus, ELK, Grafana, Graylog, Zabbix, Bacula, BareOS, Nginx, Apache, Linux Operating Systems, BSD and Microsoft Windows Server (2008-2022), Active Directory, Exchange Server, Microsoft 365, Google Workspace, Ubiquiti UniFi and SW, Mikrotik RouterOS and SwOS, pfSense, Proxy, Kaspersky Cloud, and Bitdefender Cloud.

SKILLS

The main behavioral skills I possess are:

- Problem-solving.
- Resilience, stress tolerance, and flexibility.
- Critical thinking.
- Emotional intelligence.
- Creativity and innovation.
- Active learning.
- Teamwork.
- Leadership.

EDUCATION

- **Graduated in Systems Analysis and Development**
Estácio de Sá University
January 2020 – July 2022
- **Computer Technician, Computer Assembly, and Maintenance.**
Instituto Tecnológico INFOCAL - Bolivia
February 2000 - December 2000

LANGUAGES

- **Portuguese:**
Native
- **Spanish:**
Native
- **English:**
Conversational

EXPERIENCE

❖ IT Infrastructure Engineer - Macrotech

September 2022 – Present

I am responsible to:

- **Migration and Management:** I work on migrating, administering, and monitoring servers in public clouds (AWS, Azure) and local environments (physical and virtual).
- **Container Orchestration:** My work involves container orchestration, clusters, high availability, observability, and monitoring, as well as automation.
- **Network Security:** I manage and monitor pfSense firewalls, RB Mikrotik, and Ubiquiti UniFi.
- **Network Administration:** I also take care of network administration, internet links, and VPNs, and deploy and manage Microsoft 365, Exchange Server, and Google Workspace services.
- **Support and Coordination:** I provide support to clients in resolving issues both remotely and in person and assist in coordinating teams. My role helps our clients grow with more technology and lower costs.

Results:

I was responsible for migrating the company's servers to public clouds, resulting in reduced costs, high availability, scalability, and security. Additionally, I implemented the Prometheus and Grafana systems for metric collection, and Grafana Loki for capturing logs from the company's infrastructure and our clients.

❖ Infrastructure and Support Analyst - Macrotech

March 2020 – August 2022

I was responsible to:

- **Implementation and Administration:** I have worked on implementing, administering, and monitoring physical and virtual servers (KVM, Hyper-V, VMWare, and VirtualBox), web servers, DNS, DHCP, file servers, print servers, Active Directory, and operating systems including Windows Server (2008-2022) and Linux (Debian, CentOS, Ubuntu, Rocky Linux, Oracle Linux, RHEL).
- **Technical Support:** I provided user support to resolve technical issues, both in-person and remotely.
- **Network Security:** I implemented, administered, and monitored pfSense firewalls, RB and SW Mikrotik, and Ubiquiti UniFi.
- **Network Management:** I managed local networks, internet links, and VPNs.
- **Cloud Services:** Implemented and administered Microsoft 365 and Google Workspace services.

Results:

I was responsible for implementing and administering Zabbix and Graylog software to monitor servers and capture logs for client servers to prevent failures. Additionally, I implemented and administered Bacula Backup software to manage backups of databases, servers, and workstations. These implementations resulted in an 80% reduction in incidents.

❖ Infrastructure and Support Analyst - Tech3 Brasil

August 2018 – March 2020

I acted as responsible for coordinating the technical support teams, both in-person and remote. I was responsible for implementing, administering, and monitoring servers, firewalls, and networks, as well as establishing backup routines. I also installed and repaired various types of hardware, software, and printers. In addition, I provided in-person and remote support services to clients.

Results:

I was responsible for restructuring the Technical Support and Laboratory sector. This organization resulted in a decrease in customer complaints and an increase in team productivity.

❖ **Manager - Distrans**

June 2013 – May 2017

I was responsible for managing administrative and financial routines, planning administrative, financial, and risk processes, managing people, and administering material resources and outsourced services. Additionally, I directed and planned the activities of the logistics area, which involves the transportation, purchase, and storage of raw materials, machinery, equipment, materials, and general services.

Results: The implementation of Digital Marketing resulted in a 300% increase in the company's sales.

❖ **Web Designer - Freelancer**

November 2011 – September 2014

I worked as a freelance web designer, responsible for developing codes in HTML5, CSS3, PHP, JavaScript, jQuery, and WordPress. I used tools like Illustrator, Photoshop, Gimp, and Inkscape.

❖ **Construction Supervisor - Union Ideal**

May 2010 – September 2012

I was responsible for supervising workers at construction sites, controlling the productive resources of the work, managing the work schedule, controlling productive standards, and supporting all teams.

❖ **Transport Supervisor - Brastour**

March 2007- November 2009

I was responsible for managing the fleet, supervising drivers, travel assistants, and guides, overseeing the boarding of luggage and passengers, scheduling travel times, controlling travel expenses, and handling emergencies on the road.

❖ **Manager - Roswell**

June 2002 – February 2007

I was responsible for managing administrative and financial routines, planning administrative, financial, and risk processes, managing people, administering material resources and outsourced services. Additionally, I coordinated general services and administered material goods for consumption. I was also responsible for installing, repairing, and configuring hardware devices, as well as installing and configuring operating systems and software applications, and performing the installation and maintenance of networks.

❖ **Administrative Assistant - Brasil Tropical Tours**

March 2001 – May 2002

I was responsible for handling documents, filling out forms, preparing reports and spreadsheets, monitoring administrative processes, serving customers, executing support routines, providing logistical support, and prospecting clients.

❖ **Software, Hardware, Networks, and Printers Technician - Freelancer**

November 2000 – September 2016

I worked as an independent technician, responsible for installing, repairing, and configuring hardware devices. Additionally, I installed and configured operating systems and software, as well as performing the installation and maintenance of networks.

COURSES

- **Como se Preparar para uma Carreira de DevOps Bem-Sucedida** - December 2023 [LinkedIn - 1h]
- **Certificação Amazon AWS Cloud Practitioner (CLF-C02)** - November 2023 [Udemy - 14,5h]
- **DevsOps** - November 2023 [Udemy-13,5h]
- **Certificações Amazon AWS, Azure e Google Cloud 2023** - October 2023 [Udemy - 2h]
- **Bacula 3: bpipe para stream de dumps e clones no seu backup** -June 2020 [Udemy - 1h]
- **Bacula 2: Configuração e Administração Gráficas** - June 2020 [Udemy - 11h]
- **Bacula 1: ferramenta livre de backup** - May 2020 [Udemy - 11h]
- **KVM com LVM em Ambientes Corporativos** - May 2020 [Udemy - 5h]
- **KVM virtualization on CentOS Linux 8/RHEL 8** - May 2020 [Udemy - 2h]
- **Gerenciando logs com Graylog** - April 2020 [Udemy - 7h]
- **Infraestrutura de TI, Samba4 + AD + Pfsense + File Server** - April 2020 [Udemy - 16h]
- **Samba 4.11.6 com Debian 10.3 + PfSense + File Server** -April 2020 [Udemy - 12h]
- **Mikrotik do basico ao avançado** - March 2020 [Udemy - 24h]
- **Redes TCP/IP** - March 2020 [Udemy - 27h]
- **Arquitetura de Redes** - February 2020 [Udemy - 25h]
- **Microsoft Windows Server 2019 (Completo)** - January 2020 [Udemy - 12h]
- **PFSense: Solução completa de firewall** - December 2019 [Udemy - 11h]
- **Machine Learning** - August 2018 [Google - 15h]
- **Python Avançado** - August 2018 [Udemy -18h]
- **C# Avançado** - August 2018 [Udemy -16h]
- **Tecnologia da Informação e Comunicação** – July 2018 [SENAI- 14h]
- **Banco de Dados** - August 2016 – [Udemy 8h]
- **Digital Marketing** – January 2013 - [Video2brain - 12h]
- **Web Designer** – November 2011 [Video2brain - 38h]
- **Graphic Design** – September 2008 [Video2brain - 36h]