



André Alberto de Andrade Pereira

📍 *Campinas, SP – Brazil*

✉️ [seu-email@email.com] | ☎️ [seu-telefone]

🎓 Academic Background

- **Bachelor's Degree** in Business Administration with Emphasis in Systems Analysis — Fleming COC Colleges (2001–2005)
 - **Postgraduate Degree** in Business Management — Fleming COC Colleges (2006–2008)
 - **MBA** in Logistics Management — Fleming COC Colleges (2009)
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💻 Professional Profile

IT and Telecommunications Infrastructure Specialist with a solid career in high-demand corporate environments. Extensive experience in managing Windows/Linux servers, LAN/WAN network administration, advanced user support, and deployment of data and voice communication projects. Recognized for strong critical analysis skills, advanced troubleshooting, consistent and secure result delivery, and a strategic view focused on continuous improvement.

📋 Certifications & Courses

- **OCI:** Oracle Cloud Infrastructure Foundations 2020 Certified Associate
- **Fortinet NSE 1 & NSE 2** (2021–2023)
- **Mainframe Architecture:** Storage Support Practices, Corporate IT Solutions
- **TCP/IP Architecture:** Routing, Switching, IP Protocols, BGP, RIP, EGP, OSPF, VOIP, Wireless
- **CCNA:** Certification Prep Course
- **MITRE ATT&CK:** Cyber Defense Enhancement Strategies

- **NIST 2.0: Cybersecurity Governance**
 - **BT-ICT-FDN (04704):** Cloud Computing · OSPF · Infrastructure · Network Security
 - VLAN · Server Administration
 - **BT-ICT-TC (04470):** Concepts and Fundamentals in Cloud Computing and Infrastructure
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English Level

Intermediate – Basic speaking, good reading and writing skills

Professional Experience

Azza Telecom (2024)

IT, Development, and Telephony Coordinator

- Led a multidisciplinary technical team with 17 members
 - Managed servers, storage, switches, and virtualized environments
 - Resolved Wi-Fi conflicts and MAC address allocation via DHCP adjustments
 - Implemented dashboards using Power BI, Smartsheet, and agile methodologies (SCRUM)
 - Developed CRM/Telephony integration and WhatsApp (Blip) automation
 - Created strategic KPIs and managed technical performance
 - Led organizational restructuring across IT, Dev, and Telephony departments
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CTI Renato Archer (2022–2023)

Senior Network Analyst

- Physical organization and structured cabling documentation (VBA)
- Fixed critical routing errors and issues with unlicensed FortiGates
- Deployed outdoor Wi-Fi using Intelbras WOW 5G antennas
- Designed connectivity for autonomous robots using Ubiquiti and TP-Link
- Standardized and labeled distribution racks
- Applied connectivity strategies in technological innovation environments

Globalhitss / Embratel (2014–2022)

Network Analyst

- Worked with MPLS networks, BGP, OSPF, VRRP, HSRP, GLBP, ACLs, and VRF
 - Deployed SD-WAN solutions with VLCloud
 - Delivered and supported FortiGate 100E, FortiAnalyzer, and FortiManager
 - Managed IPVPN deployments for clients like Banco do Brasil and Itaú
 - Delivered high-availability solutions for critical clients
 - Specialized in advanced troubleshooting for Cisco, Fortinet, Huawei networks
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TIVIT (2011–2013)

Support Analyst – PWC Project

- Administered Windows Server 2012 and Active Directory
 - Managed backups (ARCSERVE), Lotus Notes, SAP R3, and Citrix
 - Monitored infrastructure using Zabbix and Grafana
 - Created documentation for critical incidents and audits
 - Provided VIP support (on-site and remote)
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Interchange Veterinária (2005–2008)

Support Analyst

- Modernized network and Windows server infrastructure
 - Upgraded Fast Ethernet switches to Gigabit Ethernet (DELL)
 - Installed industrial Wi-Fi and Linux firewall (BRMA)
 - Deployed UTP CAT5e cabling for optimized performance
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Compucenter Informática (1995–1998)

Technology Instructor

- Corporate training in Microsoft Office, MS-DOS, and BATCH scripting

- Delivered training for CPQD, IBM, TV Campinas, and social programs via FAT
 - Developed practical teaching methodologies for corporate and community environments
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Key Technical Skills

- **Network Infrastructure:** Cisco, HP, Dell, Huawei, Extreme Networks switches
 - **Network Configuration:** VLANs, STP, BPDU Guard, Root Bridge priority tuning
 - **Server Administration:** Windows Server 2012/2016/2019, Ubuntu/CentOS Linux
 - **Microsoft Environments:** Active Directory, GPOs, DHCP, DNS, NPS, TACACS+
 - **Firewall & Security:** FortiGate, FortiAnalyzer, FortiManager, Advanced ACLs
 - **Routing Protocols:** BGP, OSPF, RIP, EIGRP, VRRP, HSRP, GLBP, VRF, Route-Map, Policy Routing
 - **Telecom:** MPLS, SD-WAN, IPsec VPN Projects & Maintenance
 - **Advanced Troubleshooting:** Interfaces, routes, BGP sessions, logs, packet analysis
 - **Monitoring Tools:** Zabbix, Grafana, network performance analysis
 - **Technical Documentation:** Reports, project documentation, and playbooks
 - **Multidisciplinary Environments:** Integrated project management across IT, Dev, and Telephony
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Professional Summary

A passionate IT infrastructure and networking professional with over 20 years of hands-on experience in high-demand environments. Specialist in complex enterprise networks and telecom operations. Proven track record delivering strategic projects that enhance operations, reduce costs, and increase system reliability. Offers strong technical leadership, strategic vision, and mastery of cutting-edge technologies. Open to new challenges as **IT & Telecom Coordinator, IT Supervisor, or Infrastructure Analyst**, leading initiatives in innovation, operational efficiency, and digital transformation.
