Alan de Oliveira Couto Silva

IT Coordinator | IT Infrastructure & End-User Support | DevOps & Kubernetes Enthusiast |
Linux Evangelist | Lifelong Learner

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Profiles

- in Linkedin
- ⊙ Github

Languages

Brazilian Portuguese
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English
■■■■□

Japanese
■□□□□

Skills

IT Infrastructure Management
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End-User Support
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SCRUM
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DevOps
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Windows Server
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Microsoft Azure
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Hyper-V
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SCCM
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PowerShell
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Ansible
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Interests

Linux & Open-Source

Kubernetes

AWS & Azure

Artificial Intelligence – LLM

Infrastructure as Code

Terraform & OpenTofu

Observability

Certifications

Uncomplicating Kubernetes 2024
LinuxTips
August 2024

Inteligência Artificial: eleve sua produtividade e acelere sua carreira
Conquer
June 2024

Uncomplicating Docker 2024
Linuxtips
June 2024

Kubernetes for the Absolute Beginners – Hands-on Tutorial
KodeKloud
April 2024

Docker Essentials
LinuxTips
Mar 2024

Kubernetes Essentials
LinuxTips
Jan 2024

Formação em Liderança
Escola Conquer
Sep 2023

Formação minha primeira Liderança
Alura
Apr 2023

Mindset Digital: técnicas e habilidades para liderança remota
Alura
Apr 2023

Descomplicando o Docker – 2021
LinuxTips
Dec 2022

Ansible on Windows Fundamentals
Red Hat
Nov 2022

Dive Into Ansible – From Beginner to Expert in Ansible
Udemy
Nov 2022

Bootcamp Dio Linux Experience
Digital Innovation One
Aug 2022

Management 3.0: gerencie o ambiente, não as pessoas
Alura
Aug 2022

EXIN Data Protection Officer
EXIN
Jul 2022

OCI 2021 Certified Architect Associate
Oracle
Jan 2022

Advanced Terraform
Linkedin
Sep 2021

Microsoft Certified Azure Fundamentals
Microsoft
Jun 2021

Infraestrutura de TI e Computação em Nuvem
IGTI
Apr 2021

Scrum Foundation Professional Certificate – SFPC™
CertProf
Mar 2021

Bootcamp Arquiteto Cloud Computing
IGTI
Feb 2021

Exam 740: Installation, Storage and Compute with Windows Server 2016
Microsoft
Jan 2021

MCTS Windows 7, Configuration
Microsoft
May 2014

Administração de redes Windows
ESAB
Sep 2009

MCPS: Microsoft Certified Professional
Microsoft
Dec 2009

Summary

With 12 years of experience in IT Support and Infrastructure in Microsoft environments for Offshore companies, and 3 years leading a multidisciplinary team, I have built a career focused on problem-solving. Every day, I tackle the challenge of keeping the IT machinery running, ensuring that all services are operational and that each user has access to the necessary tools to carry out their activities without interruptions.

As a Lifelong Learner & Early Adopter, I am passionate about new technologies and understand the importance of continuous learning. I am delving into DevOps and am fascinated by Linux and modern infrastructure, including tools like Kubernetes.

In addition to my professional profile, I am a father and husband who always strives to provide the best for our family. I share special moments with my wife and daughter, whether it's watching series or exploring the world of Zelda. To find tranquility and concentration, I turn to the sounds of nature and care for my plants and aquarium, which have become a true haven of peace for me.

Education

Estácio   2020 – 2022
Gestão de Tecnologia da Informação
⊘ https://estacio.br/

LinuxTips   2024 – 2025
PICK
⊘ https://www.linuxtips.io/pick
Programa Intensivo em Containers e Kubernetes

The Cloud Bootcamp   2021 – 2021
Bootcamp MultiCloud
⊘ https://thecloudbootcamp.com/pt/
AWS - GCP - OCI - AZURE

Experience

Wood Group   Jul 2024 – Present
IT Coordinator   Hybrid / Rio de Janeiro
⊘ https://www.woodplc.com/

Promoted to IT Coordinator, I maintain the duties of my previous role, with expanded responsibilities to include data protection as DPO Brazil.

Wood Group   May 2021 – Jul 2024
IT Leader   Hybrid / Rio de Janeiro

In May 2021, I was promoted to IT Leader, overseeing a multifunctional team of 10 incredible individuals. I operate across various IT areas, including Support, Infrastructure, Database, ERP, and Development. I foster a culture of innovation, develop training plans, and collaborate with other departments to align IT solutions with organizational objectives. I am responsible for data protection, conducting information security campaigns, overseeing software development projects, developing automation scripts, and maintaining constant communication with international teams. I promote a culture of collaboration, continuous learning, and innovation, encouraging creativity and knowledge sharing within the team.

I would like to highlight my successful coordination in the merger of two companies, resulting in the efficient integration of servers and networks. I participated in the Innovation project, demonstrating that the IT support team can go beyond support by initiating the development of solutions and automation, driving improvements.

Wood Group   Jun 2018 – May 2021
Senior IT Analyst   Rio de Janeiro

As a Senior IT Analyst, I provided comprehensive support to users, ensuring the continuous operation of IT resources and administering Windows servers, including AD, DNS, DHCP, File Server, and Print Server. I managed IT assets, monitoring requests via ServiceNow and administering SCCM for software distribution. I implemented backup strategies with DPM, network access policies, and VPN access for remote employees. I also deployed security solutions, managed external vendors, and provided specialized support for SharePoint. Additionally, I conducted ongoing research on new technologies and collaborated with international IT teams on global projects.

UpWork | Sou Produtora   Feb 2016 – Jun 2018
Freelancer   Remote

As a freelancer, I engaged in various fronts, providing IT services and others, including video editing, post-production, and motion graphics for clients worldwide through the UpWork platform. Additionally, I provided international IT support, ranging from server maintenance to technical support for users' computers.

I also worked at a video studio, where I was responsible for ensuring the operation of Apple computers used by editors, as well as server and network maintenance. Furthermore, I performed additional tasks such as video editing, filming, and motion graphics creation.

McDermott International Inc   Aug 2012 – Feb 2016
IT Analyst   Offshore / Macaé
⊘ https://www.mcdermott.com/

As an IT Analyst, I provided comprehensive technical support for end-users in onshore and offshore environments, with a focus on system and hardware maintenance, particularly aboard ships. I ensured the functionality of IT infrastructure in offices and vessels, including VSAT services and network monitoring. I supervised warranty processes and physical installation of devices, as well as managed telecommunications services and mobile phones to ensure effective and secure communications. I developed solutions in SharePoint and administered internal communication systems, as well as antivirus tools, to ensure system security and integrity.

Wood Group   Nov 2009 – Aug 2012
IT Support Analyst   Macaé
⊘ https://www.woodplc.com/

As an IT Support Analyst, I provided comprehensive support to users in person, over the phone, and remotely, in addition to managing backups, email services, and access controls. I was responsible for Active Directory, deployment of security GPOs and updates, as well as managing network infrastructure and acquiring IT assets. I also performed administrative tasks, controlled threats and software licenses, managed servers, installed and configured network peripherals, maintained hardware, and provided support for video conferences and Apple and BlackBerry smartphones. Furthermore, I contributed to the development of improvements in IT infrastructure.

Engecampo Engenharia Industrial   Feb 2009 – Nov 2009
Systems Analyst   Cabiunas – Macaé
⊘ http://www.engecampo.com.br/

As a Systems Analyst, I implemented and configured domain servers using Windows Server 2003, ensuring a secure and efficient network infrastructure. I administered a firewall server with ISA Server 2006 for robust protection, developed a collaboration portal with SharePoint Services 3.0, and configured a backup system for quick recovery of the operating system in case of failures. Additionally, I continuously managed the servers, provided technical support to users in Microsoft environments, and kept computers in perfect working order.

UTC Engenharia   Jan 2005 – Sep 2008
IT Assistant   Macaé
⊘ https://www.utc.com.br/

As an IT Assistant, I managed servers and network resources, supporting the daily operations of the company. Additionally, I installed and maintained Cat5e structured network cables, provided technical support in Microsoft environments, and performed assembly and maintenance of computers, ensuring they were configured to meet user needs.

McDonald's   Feb 2002 – Sep 2004
Restaurant Attendant   Rio de Janeiro
⊘ https://www.mcdonalds.com.br/

A highlight in this position relates to the digital inclusion project in which I actively participated. My responsibilities included supervising the computers made available to customers and providing technical support, and guidance for those interested in joining the digital inclusion program. I was recognized for my performance, and I trained promoters from other stores for the McInternet program.