

ALDIBERG CABRAL

aldiberg@live.ie

PROFESSIONAL EXPERIENCE

FocoDireto Consulting / BigBrain Education

From 2021, Aug to Present – Remote

Cloud Analyst Infrastructure

BIG BRAIN Education is a Microsoft prized and recognized partner with focus in educational solution, specially Office365, PowerAutomate, Sharepoint, MS Teams and educational solutions but not limited to this. We provide all support with development and infrastructure for the customers, including licenses, webapp, virtual machines, Databases, Network Security Group management, backups set, and many others all based in Azure solutions. I work in most of the project phases, since technical meetings in pre-sale stage and technical work with customers teams to provide the best solution and support until de deploy of the solution.

QUALITY PREMIER IT / RUMO LOG

From 2020 to 2021, Aug – Remote

Senior Support Analyst

Working at user's access queue, providing Office 365 licensing, new user accounts, managing Mailbox Delegation (read and manage, send as and send on behalf), OOF message, File Server folder's permissions, AD Accounts and group management for internal systems. Office 365 MFA issues management at Azure with locked accounts and helping with authentications methods change. Acting as N3 Support managing issues that N1 and N2 can't solve. Documenting solutions at KCS (KB) to new cases. Working also as ticket manager using Cervello and Service Now ticket systems, to provide a better-Quality service to the customer and met established SLAs.

WIPRO, Brazil, Curitiba – From 2016 to 2020

Microsoft Project as Support Engineer

Responsible for responding to, documenting and resolving service tickets in a timely manner according to SLA. With excellent problem-solving skills in order to diagnose, evaluate and resolve complex problem situations, or when appropriate, escalate or route them to appropriate team. Working with Microsoft products as Windows Server 2003 to 2019, DNS, DHCP, GPO, HA and all Windows related supported issues.

HSBC Global Technology –Brazil, Curitiba 2012 to 2015

Software Analyst - Remote

Credit Risk Support team with focus on production support. Attending United Kingdom/EMEA and New York business users, business market knowledge, handling incident ticket response and resolution, including working with end users following problem management best practices to identify and address any root cause with investigation of issues, release and tester. Control-m monitoring and task run/rerun, also log read and analysis for troubleshooting, SQL Queries (Oracle), shell script, Linux. CA Service Desk support ticket system, IBM Tivoli tool, Optier, MS-Office (including ACCESS) and Lotus Notes user.

METAFORTE (NESTLE BROKER) – Brazil, Recife – 2010 to 2012

Network Administrator / Database Administrator

Managing AD Windows Server 2008, OU and GPO management. Linux Firewall/Squid proxy installation and admin; Network and telecom setup and contract, smartphones (about 100) management and config; MSSQL 2005/2008 administrator, backup / restore; Technical support management (small team). PHP development, OCS Inventory install and configuration, ERP end users and other systems like SAP training. Website creation and maintenance.

IBM/Sulamerica ING – Brazil, Recife, 2009 to 2010

Network Operator / Support

Support N1 and N2, Setup, installation, and configuration of desktops, laptops and printers, remote support to user. Backup – Archserver, Symantec Endpoint, AD Users

network config. Telecom and all others related tasks, Citrix Client, MYSQL server.

BRAZIL FOR ALL, Ireland, Dublin 2007

Network Administrator – Desktop Support

Support level 1 and 2, Network installation, Wireless LAN installation, security and configuration. Windows 2003 Server installation and network setup. Security Policies, Group Policies, Active Directory customization. VPN setup. Netsupport and Terminal Services install and config for remote access.

L10NBRIDGE – Ireland, 2007 to 2008

Interpreter - Freelancer

Portuguese/English/Portuguese translation at Ireland's Court, hospitals, immigration (ORAC Office of Refugee Applications Commissioner) and others relative translations requested by clients. Simultaneous, whispering, Consecutive and Sight translation. Ability to Cope with stress, adaptability. Good attention and Analytical skills. Also Spanish to English.

Drogafonte LTDA – Brazil, Recife - 2006 to 2007

Network Technician / DBA

Maintain, install and troubleshooting solutions for local area networks (LANs), wide area networks (WANs), Wireless Network setup, computer workstations and peripheral equipment upgrades, Evaluate and install computer hardware, network software (netsupport and pcanywhere) Crystal Reports for customized reports, Operate master consoles to monitor the performance of computer systems, databases and networks and to co-ordinate access and use of computer networks, Provide problem-solving services to network users, Implement data, software and hardware security procedures, Perform routine network start up and close down and maintain control records, Perform data backups and disaster recovery operations server files and SQL Server databases, Script execution when provided for a new version of ERP by owner company and customize Scripts to attend internal request, Install, maintain, troubleshoot and upgrade web-server hardware and software, Setup local area networks and connections to the internet via ISA Server and Linux Firewall, Implement network traffic and security monitoring software, and optimize server performance. Modify and approve web pages updates, applets and scripts. Respond to requests for help and information from web site visitors and web site designers, Perform File Server backup and recovery operations. Terminal server and VPN Tunneling. Intranet development with ASP .NET with customized queries for individuals and group requests.

Stefanini IT Solutions – Brazil, Recife – 2003 to 2005

Network Technician / DBA

Integral IT team member providing network support and administration for 200+ multi-company users, including daily backups; users accounts/permissions maintenance; network virus inoculation strategies; file/print/terminal server and workstation performance monitoring, repair, and configuration; and troubleshooting connectivity issues for local and remote networks. Works with minimal supervision; Expert in TCP/IP, Current VPN technologies, DNS, Routing, Packet Analysis, Internet security concepts, Windows NT/2000/9x/XP, Linux and Unix platforms; Thorough knowledge of various firewall architectures, as well as various corporate Server/Client applications and utilities. SQL Server Administration (backup, performance, scripts, data access, web forms and others)

ADDITIONAL EXPERIENCE

ATHIVA Technology – Brazil, Recife - 2002 - 2003

Network Technician / Team Leader

PC Help Desk support, Windows 2000/XP, Windows Server 2000/2003, Active Directory, Security, accounts and privilege access.

Success to manage about 20 technician team for implementing and configuration of 3,750 computers for 900 public school and 300+ laboratories with LAN/WAN network environment.

TELEMAR, Brazil, Recife -1995-2001

Computer Operator / Programmer

Intranet web site dev (departmental) using CFM – Cold Fusion for daily consultation, Telecom Software, Desktop Pc Support, network and Help Desk Support (lvl 1 and 2), Ms-Office Suite, troubleshooting and emergencies repair. Load computer tapes and disks and install software and printer paper and forms

EDUCATION & TRAINING

INDEPENDÊNCIA

High School

UNOPAR COLLEGE

DEVOPS

- LINUX Academy - Servers Administrator, Network
- JAVA Basic Concepts
- Shell Script
- C#
- Python Beginners, PHP, JavaScript, Bootstrap
- SQL Developer – SSIS and SSRS, SQL ANSI
- AZ-900, AZ-104 and AZ-140

LANGUAGE SKILLS

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- **Portuguese (Brazilian)**
(Fluent, native, written & verbal)
 - **English**
(Advanced, written & verbal)
 - **Spanish**
(Basic, written & read some listen)
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INTERESTS / ADDITIONAL INFORMATION

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- Good interpersonal and communication skills
 - Good stakeholder management skills
 - Able to work on own initiative
 - Knowledge of business improvement techniques
 - Willingness to travel
 - Ability to self-learn
 - Ability to work with minimum mentoring
 - Team Building & Leadership
 - Cost-Saving Initiatives
 - Training Skills
 - Relocation readiness and permanent residence change
 - Low supervision needed