

João Felipe Aguiar

Sr IT Infrastructure And Network Analyst | Security Advisor

Skilled Technologist with experience configuring computers, servers, network and peripheral devices to work within established company and security parameters. Adept at IT management. Devoted troubleshooter with understanding of system architecture and diagnostics.

Information Security Analyst with passion for aligning security architecture plans and processes with security standards and business goals. Experience in development and testing security policies.

Work History

2019-06 - Current	<div><div>Senior Infrastructure Specialist Security Advisor</div><div><div>Leser The Safety Valve, Rio de Janeiro, Rio de Janeiro</div><ul style="list-style-type: none">Created support documentation that empowered and enabled user community to extend skills, leverage system features and find resolutions to questions without intervention from support team.Determined hardware and network system issues using effective troubleshooting techniques.Assisted customers with product selection based on stated needs, proposed use and budget.Submitted service tickets for equipment maintenance requests.Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed.Managed customers' expectations of support and technology functionality in order to provide positive user experience.Collaborated with vendors to locate replacement components and resolve advanced problems.Identified and solved technical issues using variety of diagnostic tools and tactics.Wrote and reviewed tickets to request maintenance to various types of equipment.Trained and supported end-users with software, hardware and network standards and use processes.Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution.Resolved issues with systems, hardware and telephones quickly and accurately.Performed risk analyses to identify appropriate security countermeasures.Monitored computer virus reports to determine when to update virus protection systems.Developed plans to safeguard computer files against modification, destruction or disclosure.Monitored use of data files and regulated access to protect secure information.</div></div>
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Contact

Address

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Phone

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E-mail

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Skills

Technical infrastructure upgrades

LAN and WAN expertise

Network device monitoring

Data security

Developing security plans

Critical thinking skills

Hardware knowledge

Infrastructure planning

Problem resolution

Technical Writing

Quality assurance

Project Management

Negotiation

- Created cybersecurity best practice communications to educate staff against known threats and potential vectors of attack.
- Defined security requirements for computer systems, including mainframe, workstations and personal computers.
- Reviewed monthly operations to assess compliance with budgets and determine necessary adjustments for future plans.
- Monitored all incoming contracts and service agreements for correct pricing and information.
- Responsible for training users to use new software and hardware.
- Presentation of new technologies to stakeholders to achieve new levels of quality.
- Post-sales analysis, customer service, report generation about all technologies to looking for new business opportunities to put the client in a good competitive position in the market.
- Purchases of assets, budgets, cost-benefit, short, medium and long term evaluation of the company's acquisitions
- Met with stakeholders to establish favorable business relationships and support mutually beneficial interests.
- Operated as project manager for IT adjacent projects, providing solutions to staff on case-by-case basis.
- Arranged staff-development programs such as training and workshops for staff at every level.
- Made recommendations regarding information technology infrastructure overhauls.
- Wrote policy, procedure and manuals governing internal IT use.
- Demonstrated familiarity with latest hardware, software and networking technology, as well as industry trends.
- Communicated with executive team and CEO to maximize development efficiencies and resolve technology issues.
- Coordinated ongoing technical training and personal development classes for staff members.
- Installed and managed audiovisual equipment.
- Maintained camera and physical security systems.
- Identified computer hardware and network system issues, performing troubleshooting techniques for remediation.
- Facilitated best user experience through continuous support, training classes, webinars, improvements and communication of system changes.
- Analyzed network security and current infrastructure to assess areas in need of improvement and develop solutions.



Traffic analysis



Business planning



Operations management



Languages

English



Spanish



2016-01 -
2018-12

Network Analyst | Performance & Capabilities

Logicalis Brasil, Rio de Janeiro, Rio de Janeiro

- Worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.
- Installed, configured, and supported local area network (LAN), wide area network (WAN) and Internet system.
- Produced detailed and relevant reports for use in making business decisions.
- Monitored servers and escalated emergency technical issues

beyond scope to maintain optimum up-time.

- Monitored network capacity and performance, as well as diagnosed and resolved complex network problems.
- Constructed and maintained Virtual Local Area Network (VLAN).
- Performed necessary maintenance to support network availability.
- Provided all required network documentation to inform management.
- Prepared documents for projects in accordance with project manager, team or client specifications.

Education

2015-05 - 2017-12 **Graduation: Computer Networking And Telecommunications**

Universidade Estácio De Sá - Rio De Janeiro - Brazil

2019-01 - 2020-12 **MBA: Business Management**

BBi Of Chicago - Rio De Janeiro, Brazil

Certifications

2014-07 CCNA (Cisco Certified Associate Network)

2020-01 CCSBA – Check Point Certified SandBlast Administrator

2020-01 CCVSA – Cloud Guard IaaS Public Cloud Administration

2020-01 CGSA – Cloud Guard SaaS Administrator

Interests

Language

Music

Read

Sports

Movies

Well Being

Philanthropy