

Gabriel Fernandes Machado

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Summary

- IT Analyst with 6 years of experience, specializing in network management, system administration, and troubleshooting.
- Proven ability to support complex IT environments, with expertise in RHEL, Linux, and Windows Server systems.
- Skilled in managing critical infrastructure services such as DNS, DHCP, and Active Directory.
- Proficient in network administration with hands-on experience using Mikrotik, Fortigate, Ubiquiti, and Cisco infrastructures.
- Experienced in IT support, providing helpdesk services, and troubleshooting.

Education

- **University Estácio de Sá | Manaus, BR | Computer Networking | 09/2023**  
Comprehensive training in computer networking, covering network infrastructure design, routing and switching, server administration (Linux and Windows), network security (firewalls, VPNs, IDS/IPS), virtualization, and cloud services. Hands-on experience with tools like Wireshark, Packet Tracer, and GNS3. Knowledge of structured cabling, subnetting, TCP/IP protocols.

Technical Skills

- Networking (TCP/IP, VLAN, Routing, Switching)
- Cybersecurity (Firewalls, Endpoint Protection, Application Security)
- Operating Systems (Windows, Linux)
- Virtualization & Infrastructure
- Troubleshooting & Support
- Active Directory, Group Policy, Server Management
- Structured Network Cabling

Certifications

- |   |  |
|---|--|
| • Cisco – Network Security Course                             | Credential ID: 7cb2775f-6750-41b4-b81d-db2e81b69936    |
| • Cisco – Cybersecurity Essentials Course                     | Credential ID: cccc41ed-9e44-49c8-acc1-61368ec9cceb    |
| • Cisco – CyberOps Associate Course                           | Credential ID: e5d852f0-a343-4c68-bd37-711b2e4ea874    |
| • Cisco – Endpoint Security Course                            | Credential ID: 5a295d9d-f325-4e87-a61f-40968814ea0c    |
| • Cisco – Networking Devices and Initial Configuration Course | Credential ID: 58725206-f71e-4e9b-9c68-a13eba2c4731    |
| • Cisco – Introduction to Cybersecurity Course                | Credential ID: 8784da04-8a9c-4cd4-97b7-535abcd5287a    |
| • Cisco – Networking Basics Course                            | Credential ID: 1d8297b0-afcf-44c4-88f2-220f4235c6e1    |
| • Cisco – CCNA: Introduction to Networks Course               | Credential ID: 3e454f06-0c83-401a-                     |
| • Estácio – Complex Network Configuration                     | Credential ID: 3f6ccea9efffab4e5ead0f8                 |
| • Estácio – Computer Network Management                       | Credential ID: ec3a9027749d9f6c25eeadf                 |
| • Estácio – Computer Network Projects                         | Credential ID: 7e40dd957c8a25e39755edc                 |
| • Estácio – Security and Regulation in Computer Networks      | Credential ID: 9e154bcb4c77d29c615a91f                 |
| • Udemy – Microsoft Windows Server Course                     | Credential ID: UC-65b7c0b0-0550-44f8-9ce6-90b294df3a49 |
| • Udemy – Service Desk with GLPI Course                       | Credential ID: UC-f4edf6b3-8e2c-45f2-8383-0204f9590732 |
| • Wizard by Pearson – English Proficiency Course              |  |
| • Pearson – Versant English Placement                         | Credential ID: 12187768                                |

Languages

- English: Proficient (Versant Certified)
- Portuguese: Native

## Experience

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### **Home Lab | Morden, MB | System Administrator | 12/2022 – Present**

- Home IT Infrastructure
- Managed pfSense Firewall, firewall rules, NAT, VPNs, VLAN segmentation, and Multi-WAN.
- Optimized UniFi networks, configured VLANS, guest networks, QoS, and link aggregation.
- Managed Proxmox Virtualization, including VMs, LXC containers, network interfaces, backup strategies, and high availability.
- NAS ZFS storage pools, RAID, network shares NFS, SMB, iSCSI, and implemented off-site backup solutions.

### **Cal-Comp Institute for Research and Innovation, Amazon Technology ICCT | Manaus, BR**

#### **IT Support Technician II | 10/2022 – 09/2024**

- Managed Linux (Debian, Ubuntu, RHEL) and Windows (AD, DHCP, DNS, File Server) environments, along with storage solutions (TrueNAS) and open-source tools Zabbix, GLPI, Passbolt.
- Configured and managed network infrastructure using Cisco switches, access points, and VLANs.
- Managed UniFi access points, optimized Wi-Fi performance, and configured guest networks with isolation.
- Provided user support, hardware/software setup, printer/computer maintenance, and structured network cabling.

#### **RB Diagnostics Laboratory | Manaus, BR IT Analyst II | 09/2021 – 10/2022**

- Managed Fortigate firewall rules, network infrastructure, and domain controllers.
- Maintained Windows & Linux servers, including open-source tool management.
- Provided Helpdesk N1/N2 support and structured cabling, along with managing surveillance systems.
- Integrated and managed laboratory equipment results for efficient operations.

#### **RB Diagnostics Laboratory | Manaus, BR IT Helpdesk | 05/2020 – 10/2021**

- Provided technical support for computers, printers, labelers, and handled structured network cabling.

#### **Infolinn Information Technology Solutions – Freelance | IT Helpdesk | 01/2018 – 12/2018**

- Provided technical support for computers, printers, labelers, and handled structured network cabling.