



## ABOUT ME

IT Administrator 49 years old, focused and dedicated person who enjoys designing and implementing functional software systems and applications and also new cutting-edge hardware solutions.

Drivers licence since 2000

## CONTACTS

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 INFINITYX1913@GMAIL.COM

 ALVARO GONÇALVES

 LISBON, PORTUGAL

## SKILLS



# ALVARO DIAS

## EDUCATIONAL | CERTIFICATIONS

**BTEC TECHNICAL SPECIALIST IN MANAGEMENT OF NETWORKS AND COMPUTER SYSTEMS**

 2011 – 2013

**GOOGLE IT SUPPORT PROFESSIONAL CERTIFICATE**

**COMPTIA A+**

**PRIVATE CLOUD MANAGEMENT ON IBM POWER SYSTEMS**

**LINUX SYSTEM ADMINISTRATION WITH IBM POWER SYSTEMS**

**MICROSOFT AZURE FUNDAMENTALS**

**CINEL SQL ADVANCED PROGRAMMING | ADMINISTRATION OF DATABASES FOR SQL PROGRAMMERS**

## PROFESSIONAL EXPERIENCE

**VIA DIRECTA** **CLOUD ADMINISTRATOR SQL ADMINISTRATOR**

CLOUD INFRASTRUCTURE ON MS AZURE & AWS

SYSTEM ADMINISTRATOR WINDOWS SERVER | UBUNTU SERVER | RED HAT ENTERPRISE | SQL SERVER | MYSQL SERVER

2013 - 2022

**DREAMSAT-INFORMATICA** **System Administrator Hardware Technician**

MULTI BRANDING IT HARDWARE TECHNICIAN, LAPTOP DESKTOP ASSEMBLING/REPAIRING FAULT FINDING

IT SOFTWARE TECHNICIAN, WINDOWS, LINUX, APPLE OS/SOFTWARE INSTALATION BACKUP/MIGRATION, DATA RECOVERING

DAILY BASIS TICKET MANAGEMENT SYSTEM, RECORD AND UPDATE TICKETS FROM THE HELPDESK

DAILY BASIS MICROSOFT OFFICE 2013/2016/OFFICE365 SUITE, COLLABORATION TOOLS  
TEAMVIEWER/TEAMS/SKYPE/ZOOM

2010 - 2013

**DAMAS UNIPESSOAL** **Helpdesk Support Specialist**

PROVIDING FIRST-LEVEL SUPPORT TO CUSTOMERS BY ANSWERING AND LOGGING CALLS  
PROCESSING TICKETS COMING VIA PORTAL/E-MAIL

TROUBLESHOOTING PROBLEMS WITH COMPUTERS, APPLICATIONS

ADVISING ON TAKING APPROPRIATE ACTIONS TO AVOID PROBLEMS IN THE FUTURE

FULFILLING SERVICE REQUESTS SUCH AS PASSWORD RESETS, SOFTWARE INSTALATIONS

FOLLOWING STANDARD SERVICE DESK PROCEDURES

IDENTIFYING AND ESCALATING ISSUES TO THE RESPECTIVE RESOLVING TEAMS

2007-2010

## LANGUAGES

ENGLISH BRITISH COUNCIL CERTIFIED OVERALL BAND 6,5 B2 JUNE 2022

PORTUGUESE NATIVE

SPANISH PROFESSIONAL WORKING PROFICIENCY

FRENCH PROFESSIONAL WORKING PROFICIENCY