

# Magno Alexandre Fonseca Costa

Brazilian, single, 35 years old.  
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## OBJECTIVE

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To work in this sector (T.I) to develop and improve my knowledge, and also something that can instruct me in an increasing and continuous way, always aiming at growth between me and the company.

## PROFESSIONAL PROFILE

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I am proactive, ability to work in a team, easy to learn new work techniques, initiative, commitment, professionalism and responsibility. Always keeping up to date with new trends in the professional market.

## TECHNICAL PROFILE

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Sys Admin: Monitoring | User Permission and Administration | SSO and Password Management | File Organization and Management | System usage policies and processing | Software Installation, Update and Maintenance | Recovery Plans | Security | Documentation

DevOps:

AWS (EC2, RDS, S3, VPC, EFS, IAM, Certificate Manager, Storage Gateway, AWS Application Migration Service (MGN), CodeDeploy...) | Docker (Docker-compose, Docker Swarm) | Kubernetes | IaC: Ansible, Terraform | Jenkins | Zabbix | Grafana | GitLab | GitHub

Windows installation, configuration and maintenance of Windows application servers(AD, DNS, WINS, DHCP, FILE SERVER, PRINT SERVER, WDS, WSUS...)

Linux (CentOS, Ubuntu, Debian, RedHat)- installation, configuration and maintenance of Linux application servers (SQUID, FIREWALL/Iptables/PfSense, DNS, DHCP).

Web Application (NGINX, APACHE)

Veeam Backup Application (Backup and restore of virtual machines)

Data Base Oracle, MySQL e SQL Server. (Creation of tables, scripts and stored procedures.)

Knowledge of virtualized environments VMWare | Vcenter | VSphere. (installation, maintenance and configuration of virtual machines)

## EDUCATION

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Graduation  
**SENAC**

- Information Technology Management, Information Technology · (2011 – 2014)
- Network Infrastructure Analyst

## **Cloud Training**

- AWS Specialization
- DevOps Cloud Training

## **LinuxTips**

- Intensive Program on Containers and Kubernetes
- Kubernetes
- Docker

## **KA Solutions**

- Microsoft Azure Fundamentals (AZ-900)
- AWS Cloud Practitioner Essentials
- Microsoft 365 Fundamentals (MS-900)

## **LANGUAGES**

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English: advanced reading, advanced writing, intermediate conversation.

Portuguese: fluent reading, fluent writing, fluent conversation.

## **EXPERIENCE**

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### **InterOp**

#### **IT infrastructure analyst - at Secretariat of Infrastructure and Mobility (SIE)**

Administer, install, configure and maintain Windows Server or Linux operating systems, basic software, application servers, files and remote access tools

Define routines and procedures to ensure the availability, security and performance of equipment, servers and operating systems

Administering Active Directory, including and excluding servers and desktops in the AD domain, as well as managing users, groups, permissions and group policies

Administering the SAN network, creating zones and making luns available

Administering storages, creating hosts, allocating and expanding disks on physical and virtual servers and maintaining snapshot and replication routines

Managing the virtualization environment, creating and maintaining virtual machines, optimizing the environment, resizing resources and moving machines between hosts, as well as cloning a server from a matrix

Administering and supporting desktop and application virtualization tools

Administer, install, configure and maintain the environment management tool

Administer, install, configure and maintain the backup and restore tool

Administer and support Internet/Intranet portals and webservices

Administering, installing, configuring and maintaining software for creating portals, content management, document management and publishing web applications

Planning the capacity of infrastructure resources: servers, storages

Apply corrective and security patches to the operating system, software and tools installed on the servers

Opening and monitoring tickets with suppliers

Assisting 2nd and 3rd level users in resolving incidents and problems related to IT infrastructure administration and support, including documenting the incident/problem and the solution adopted

Generating and keeping up-to-date the documentation and knowledge base of the services performed and the environment managed.

### **Go2Win / Fleury**

#### **PACS/RIS Support Analyst**

Implementation of the PACS\RIS system as well as troubleshooting for the resolution of PACS problems in the Diagnostic Imaging Units, Offices, Emergency Room and Hospitals. Survey of the needs, requirements and assumptions of the projects necessary for the implementation of the Systems. Connection of equipment on servers, and tests for availability of exam images for hospital applications. Workstation support for diagnostics with high resolution displays. Configuration and Parameterization of modalities/worklist.

### **Imedical Information Technology Solutions**

#### ***Information Technology Analyst***

Provide support for the use of technological resources for users; Installation, deployment and support of PACS systems and RIS integration for medical image acquisition, storage and retrieval. Conduct inventory of hardware and software resources Research, analyze and suggest and contribute to the implementation of new technologies; Implement and audit procedures for using hardware and software; Manage the server environment (physical and virtual); Manage the storage environment; Manage access to systems and other computing resources; Administer and control access from the firewall and webfilter; Implement, administer and control the monitoring system; Analyze the performance of available resources, identifying, proposing and contributing to the adoption of actions for their optimization; Actively participate in quality improvement programs, courses, training and other events, spreading the idea of continuous improvement;

### **Imperial Hospital de Caridade**

#### ***Technical Assistant II***

Provide service and support (in person or remote) to users of the Tasy Management System of Imperial Hospital de Caridade in solving problems related to conventional failures, usage doubts, correction of errors generated by users (when not possible to be solved by the immediate superiors ); Support for network assets and workstations; Develop and improve reports issued by the Tasy system; Make configuration and necessary adjustments in XML files; Make settings for sending and receiving files via Tasy; Perform other activities of the same degree and complexity.

#### ***Technical Assistant I***

Provide technical support, ensuring high availability to customer systems and making call records in Help Desk software. Experience in face-to-face technical support to users, maintenance of networks, software, hardware, operating systems and printers. Knowledge of operating systems in Windows environment, network infrastructure, desktop hardware, Wan and Lan networks (wired and wireless), servers (AD, File Server, Print Server, etc.), various IT equipment (modem, switch, router, etc), diagnostic tools, antivirus, remote access and Office applications.

### **Flex Contact Center - de junho/2013 a novembro/2013**

#### ***Junior Technical Support***

Softphones Configuration, IP Phone. Workstation Configuration (Software Installation, Add to Network Neighborhood), Misc. Segments (Network, System, Telecom), Preventive Maintenance.