

# Hugo Pinheiro

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[Hugo.pinh@gmail.com](mailto:Hugo.pinh@gmail.com)

Git: <https://github.com/Opswatch>

## Professional Skills

Able to pick up concepts quickly

Self-directed learner and willing to experiment with new things

High level of contextual and technological adaptability (i.e., tool- and industry-agnostic)

Creative thinking ability and good analytical skills

Outstanding problem solving abilities

Experience working both as part of a team and independently

Excellent communication skills (written and oral)

Superior customer service skills

Able to work in a fast paced environment and able to adapt to different work priorities

Experience working as a consultant

A passion for the field of devops, software engineering and cloud

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## Technical Skills

Kubernetes|Openstack - 2 years - non production

Docker|Vagrant|Ansible - 2 years - production

Ubuntu|Centos|Git - 2 years - production

RancherOS|Rancher - 4 years - non production

Xenserver|1 year Vsphere|3 years Hyper-v|Since release - non production

LAN and WAN technologies and concepts| 7 years production

Windows XP, 7, 8, 10|Since release production

Active Directory|5 years production

Android/IOS|3 years production

Server 2008/2012/2016|3 years production

AWS (VPC,S3,SES,RDS,EBS,AMI) - 3 Years production

Powershell Scripting - 1 year production

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## Experience

### Digital Echidna

### Systems Administrator

**July 2018 - Currently**

*Projects*

Created a Devops wiki and over 20 articles to better allow knowledge transfer between sysadmin team and developers

Created Self hosted architecture Diagrams to better explain self hosted options to clients

Automated new macbook installs using a combination of custom bash scripts, custom and open source ansible playbooks cutting setup time from 2.5 hours to 1 hour as well as making setups repeatable and enabling self service

Architected a gitlab ci pipeline using a set of custom and open source ansible playbooks to automate self hosted server installs, cutting setup time to 10 minutes and allowing infrastructure as code

Recommended a system for IT hardware inventory allowing better tracking and management of hardware available

### *Duties*

Support and setup internal developer environments using custom bash scripts, custom and open source ansible playbooks.

Setup and support internal equipment for new developers

Setup and support server environments for clients

Provide support for internal CI pipelines

Provide architecture design and launch day support for client environments both self hosted and in the cloud

Architect and deploy SSO integration for client websites

Provide support for pentest reporting interpretation and remediation for client environments

## InnoSoft Canada Inc

### Systems Administrator

**August 2017 - July 2018**

### *Projects*

Performed a lift and shift of a 80+ vm data center hosted environment to AWS hereby increasing infrastructure performance and automation

Created powershell automation to move sftp and backup infrastructure to AWS S3

Implemented a backup infrastructure on S3 allowing for cost savings

Implemented updated RMM tools and infrastructure automation allowing for cost savings

Implemented AWS SES solution to replace aging smtp server

Created powershell scripts to automate vulnerability patching

Applied best practices to increase hosted infrastructure performance

Architected active directory environment on AWS for hosted infrastructure

Created baseline AMI images to decrease time to deploy for AWS infrastructure

### *Duties*

Deploy new VMs on EC2 hosted environment

Create A records/cnames using AWS Route53

Use RMM tool and cloud alerts to monitor hosted environment

Work with third party vendors to procure new hardware

Create and manage accounts for various IT tools (email systems,RMM)

Assist with resolving vulnerabilities in hosted environment by using vulnerability scanning and patching

Assist with PCI compliance planning

- Support and administer Amazon web services environment
- Document hardware inventory
- Provide systems administration of current hosted environments
- Provide local desktop support

## InnoSoft Canada Inc

### Client success specialist

#### **May 2017 - August 2017**

- Provided configuration and application support for Fusion
- Assisted in developing and implementing sql and hyper-v best practices
- Assisted in diagnosing performance issues in production environment

## TD Bank

### IT Support Analyst

#### **August 2013 - May 2017**

- Provided day one support for conversions from windows xp to windows 7 for Retail environment
- Provide day one support for conversions for all TD business lines
- Provide technical day to day support for all TD business lines
- Delivered training to 27 users on how to support Microsoft Office 365
- Provide training to new agents in the form of shadowing

## Opswatch

### Owner and founder

#### **August 2010 - May 2017**

- Responsible for providing managed IT and security services to small businesses in London.
- Supported a 30 user small business hardware refresh
- Created 30 user domain including exchange server
- Initiated a POC for a virtual environment using esxi
- Migrated from AVG antivirus to Vipre antivirus

## Teletech

### Lvl 3 Helpdesk technician

#### **Jan 2005-2008**

- Troubleshoot customers DSL and network connections
- Troubleshoot customers pc issues.
- Issue de-escalation

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## Education

**Diploma: Network Administrator** Trios College | Graduated: 2009

**Diploma** St. Marys catholic secondary school | Graduated: 2000

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