

# Hugo Pinheiro

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(226) 373-2499 Git: <https://github.com/Opwatch> 2350 Main street London, Ontario

## 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

Docker/Vagrant/Ansible

Ubuntu/Centos/Git

RancherOS/Rancher

Xenserver/Vsphere/Hyper-v

LAN and WAN technologies and concepts

Windows XP, 7, 8, 10

Active Directory

Android/IOS

Server 2008/2012

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## Experience

### TD Bank

#### IT Support Analyst

##### **August 2013 - present**

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 - present**

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 Provided active directory and exchange support for 30 user small business Provided server monitoring and support

## 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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