

Hugo Pinheiro

Hugo.pinh@gmail.com

(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

Technical Skills

Kubernetes|Openstack - 1 year - non production

Docker|Vagrant|Ansible - 1 year - non production

Ubuntu|Centos|Git - 1 year - non production

RancherOS|Rancher - 3 years - non production

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

LAN and WAN technologies and concepts|5 years production

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

Active Directory|5 years production

Android/iOS|3 years production

Server 2008/2012|2 years production

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

Education

Diploma: Network Administrator Trios College | Graduated: 2009

Diploma St. Marys catholic secondary school |Graduated: 2000

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