

# Hugo Pinheiro

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(226) 373-2499 Git: <https://github.com/Opswatch> 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 - 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 2008/2012/2016|3 years production AWS (VPC,S3,SES,RDS,EBS,AMI) Powershell Scripting

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## Experience

### InnoSoft Canada Inc

#### Systems Administrator

**August 2017 - Present**

##### *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 sucess 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 - 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

## 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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