PERSONAL INFORMATION

Afonso Celso Caluege

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💬 GitHub: https://github.com/acaluege

Nationality: Angolan

ABOUT

I am a self-taught professional with experience in System Administration, currently working as a DevOps Engineer on the IPTV Integration team. Additionally, I excel in providing excellent technical support, ensuring that IT teams and customers receive prompt and effective assistance.

Monitoring | ERP | Windows | Linux | PHP | Docker containers

PROFESSIONAL EXPERIENCE

2022 – Present

Development and Systems Engineer

ZAP - TV Engineering Department - https://www.zap.co.ao

Integration (IPTV & FTTH)

▪ Ensure the integration of VoD and EPG services on IRIS servers powered by NOS (PT);
▪ Perform cleaning of false positives and errors in recordings;
▪ Provide support to clients with issues related to streaming, nPVR, EPG, and timewarp;
▪ Ensure control of payments and client subscriptions through CRM ZW;
▪ Analyze the state of the box via manifest_proxy;
▪ Install and configure Jimiter for load testing and data flow analysis;
▪ Install, configure, and manage Naemon and Adagios;
▪ Add machines, containers to Naemon, checks, scripts, plugins, etc.;
▪ Validate TV channels in the Nordija middleware, viewing rights, and packages, etc.;
▪ Analyze network data with Kibana, tables, graphs, and metrics;
▪ Ensure the operation of IPTV network services and their integrations;
▪ Collect Android logs on STB debug (Intek and Realtek), update firmware, etc.;
▪ Analyze image degradation errors, portal reloads, and provide support for IPTV clients.
Technologies: OS: {Linux - Windows}, Monitoring: {Naemon - Adagios}, Middleware: {Wowza Streaming Engine, Nordija}, Analytics: {Kibana}, Languages: Php

14-04-2017 à 19-03-2022

Support Technician

Rangel Logistics Solutions - www.rangel.pt

Logistics

▪ Ensure the functioning of distribution and logistics operations.
▪ Train users in the entry process and security protocols;
▪ Manage customs applications: Asycuda, BlueZone, Trânsitos, and AngoDespa;
▪ Install and configure CRM/ERP systems: Money, SAP/Client, Cash Control;
▪ Administer the domain on Windows Server (Accounts, permissions, GPOs, AD, DNS, Printing);
▪ Configure PDAs for entry/stock registration in the temporary warehouse;
▪ Install and configure Windows 10 and migrate systems and Office 365 package;
▪ Maintain IT equipment, repair hardware, and replace peripherals;
▪ Manage and monitor IT and technology equipment: Desktop, laptop, switches, etc.
▪ Analyze critical points and implement corrective actions throughout the network process;
Technologies: OS: {Windows}, Office: {365, Dashboard}, Languages: {*Php}, DB: {SQL, MySql}

17-01-2011 – 22-10-2016	**IT Support Analyst**

Compta – www.compta.pt

Consulting

▪ Installation, configuration, and management of Zabbix;
▪ Act in the prevention and correction of Windows and Linux system failures:
▪ Monitor and ensure proper performance of systems by performing proactive diagnostics;
▪ Support in the installation of management programs;
▪ Provide technical support for desktops, laptops, and servers, for hardware or software issues;
▪ Collaborate with the development team to identify software problems;
▪ Track and close tickets with users, analyzing requests;
▪ Resolve issues related to hardware, software, and systems (SAP and Primavera);
▪ Create and maintain network, email, platform, and application access;
▪ Assist with administrative tasks on servers and network assets, printers, and peripherals;
▪ Perform routine maintenance and backups;
▪ Participate in and support other company projects;
▪ Install and configure operating systems (Windows and Linux), email programs, antivirus, and Office Suite.

Technologies : OS: {Linux - Windows}, Office: {365, Dashboard}, Monitoring: {Zabbix}, Languages: {*Php}, DB: {SQL, MySQL}.

02-07-2007 – 25-10-2010	**Systems Analyst**

TOTVS – www.totvs.br

Consulting

▪ Configure testing, development, and production environments;
▪ Develop update procedures:
▪ Promote teamwork and support in achieving goals;
▪ Gather client needs;
▪ Develop mechanisms for automating data extraction from different ERPs;
▪ Work with large Excel datasets;
▪ Create Excel spreadsheets for controls;
▪ Provide user training on company software/applications/ERPs;
▪ Participate in testing and validating new developments;
▪ Engage in fieldwork, risk identification, and control environment analysis;
▪ Monitor unresolved deficiencies or issues inherent to processes;
▪ Assist with the installation of new software and train employees in its use;
▪ Protect client data from external infiltration through encryption;
▪ Prepare reports with detected issues and suggested actions to reduce risks;

Technologies : OS: {Windows}, Office: {365, Dashboard}, Languages: {*Advpl - *Php}, DB: {SQL Server}

EDUCATION	

2019	**Metropolitan University of Angola**

Bachelor's Degree in Computer Science

CERTIFICATIONS	

MCP – Microsoft Certified Professional 2012
TOTVS – Professional

LANGUAGES	**PORTUGUESE –** FLUENT
	ENGLISH – INTERMEDIATE