📞 964 792 732

✉ andreealmeida@hotmail.com

📍 Portugal

SKILLS

SIEM (Splunk, IDS/IPS) Analysis & Incident Response

Endpoint Threat Detection (EDR)

Vulnerability Management (Nessus)

Network Monitoring (TCP/IP)

Scripting (Python, PowerShell) for Automation

Windows and Linux Server Administration

CERTIFICATIONS

CompTIA Cybersecurity Analyst (CySA+)

CompTIA Security+

Cisco CCNA

CompTIA A+

Continuous Learning (LetsDefend, Coursera)

LANGUAGES

Portuguese Native

English C1

Spanish A2

SOCIALS

in @andreptalmeida

André Almeida

Security Analyst

Aspiring Security Operations Center Analyst

WORK EXPERIENCE

Senior Trust & Safety Moderator

07-2023 Genpact Oeiras, Portugal

Senior Content Moderator at a leading global video-sharing platform.

- Analyzed and evaluated high volumes of user-generated content (text, images, video) to ensure compliance with community guidelines and platform policies.
- Enforced platform rules and regulations consistently and accurately, maintaining platform integrity.
- Collaborated with cross functional teams, utilizing internal dashboards and tools to improve content moderation workflows.

Trust & Safety Moderator

11-2021 - 07-2023 Genpact Oeiras, Portugal

Moderated content for a leading global video-sharing platform, upholding content quality and user relevance standards while providing guidance to fellow moderators.

- Consistently surpassed KPIs.
- Developed and implemented a Lean process improvement that significantly reduced Average Handle Time (AHT) for multiple projects.

Programmer

03-2021 - 07-2021 Glintt Sintra, Portugal

Internship
Improved Front-End developing skills
Self-learning tasks with Udemy

Front-End and Back-End Developer

03-2019 - 07-2019 CEDIS Sintra, Portugal

Internship w/ ASP.NET
Individual project where I developed and implemented a dynamic calendar for employee vacation tracking, improving resource management.
Secured website-database connection.
Coded personalized company cards for a gym.

EDUCATION

Associate's degree in Computer Networking and Systems

2019 - 2021 Escola Superior Náutica Infante D. Henrique Paço de Arcos, LI, Portugal

Professional Course in Computer Systems Management and Programming

2016 - 2019 Escola Secundária de Leal da Câmara Rio de Mouro, LI, Portugal

PERSONAL PROJECTS

Mini-SOC Environment

01-2025 Personal Home Lab

Security Automation

01-2025 Personal Home Lab

Threat Hunting

01-2025 Personal Home Lab

Incident Response Drill

01-2025 Personal Home Lab