

Bruno Vaz

Personal Details:

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Profile

Experienced Solution Architect and Technology Strategist with over 25 years experience delivering cost effective secure IT solutions and business changes via emerging technology solutions. Worked on a range of IT transformation programmes delivering: Enterprise applications, infrastructures and networks replacing legacy systems, digital transformations and complex integrations taking business requirements and mapping them into optimal ROI solutions that deliver the best TCO whilst ensuring availability, reliability, security, flexibility and scalability to ensure solutions will meet the needs of today and tomorrow. Passionate leader with excellent communication skills, capable of adapting to new and different situations, interpreting people's behaviour preventing/resolving potential conflicts. Determined problem solver who always finds a solution to problems, whether large or small, easy or complicate to solve.

Education Details

Instituto Superior de Tecnologias Avançadas (ISTEC), Portugal. Engineering course majoring in Multimedia.

Professional Qualifications

MCSE - Microsoft System Engineer	MCT - Microsoft Certified Trainer
HP/Compaq ASE - Accredited Systems Engineer	HP/Compaq ACT - Accredited Certified Trainer
CompTIA A+ Core hardware	CompTIA A+ OS Technologies

Key Skills

Extensive IT and People Management skillset with broad range of experience with deployments, application and infrastructure upgrades, cloud computing, mobile device management solutions, virtualization, server consolidation, datacentre migration and consolidation, disaster recovery, networking and security.

Experiences and Achievements:

Specialised in business continuity and disaster recovery, high-availability, Microsoft stack, Unix and Linux, security and virtualisation. Business experience across a range of industries both in private and public sectors: Logistics, Media , Software Services, Fashion, Recruitment, Entertainment and Information Technology. A natural quick learner with can-do attitude extremely motivational and inspirational with proven success in initiating, promoting and maintaining strong interpersonal relations, able to deal courteously, professionally, and tactfully with customers, suppliers and key business stakeholders in order to achieve project deliverables within agreed time, quality and cost parameters. Future Visionary.

Employment Profile

January 18 / Present – SWORD GRC –Infrastructure Manager & Security

COMPLETED PROJECTS:

DATACENTRE migration & redesign.VMWARE farm composed by 2 clusters (PROD and UAT) with 8 HP Proliant servers
Head office planning,configuration and setup: 100 desks + 4 meeting rooms + 1 office + 1 common area
CCTV system implementation with web frontend accessible only via secure connections (VPN)
Digital signage platform implementation to be used by all TVs in all offices worldwide
Network design and deployment with HP and DELL appliances: VPN, LAN, WAN, Guest WLAN and Enterprise WLAN
Disaster Recovery implementation using VEEAM and Amazon SMS with backups stored both on-premise and cloud
Microsoft WSUS design, deployment and management to include windows 10 and windows servers
AntiVirus deployment and management using Bitdefender Endpoint Security Tools
Active Directory redesign to implement securer policies according to company regulations across offices worldwide
Microsoft AZURE AD, INTUNE and PRIVATE STORE deployment to bring the company to current technology standards
Microsoft OFFICE 365 domain migration of 180 accounts and reconfiguration of around 120 devices
Helpdesk portal design and implementation to support global users with any IT issues
Internal TICKETING system deployment to keep track of all issues and activities globally
ASSET MANAGEMENT portal deployment to track all IT assets, licenses and warranties globally
Monitoring platform to keep track of all servers performance both on-premise and cloud (windows or linux)
GLOBAL VPN mesh network design and implementation connecting all offices and cloud environments securely (SSL)
SAGE Finance server migration and management including implementation of UAT servers for safe deployments/upgrades
IT Infrastructure SECURITY AUDITS across all offices including VPN networks
ITIL and ISO 27001 standards implementation of management controls, security policies, and procedures across all offices
3rd Party suppliers market analysis and subsequent partnerships for hardware, software and networking
Purchase Order process planning and implementation for all IT equipment (with approval process from managers)
Starters/Leavers process planning and implementation to include both software and hardware requirements
Development of PowerApps for collaboration/productivity and Powershell apps to improve internal processes
TLD migrations and DNS management of multiple domains used by the company
CCS (Central Certificate Store) implementation to manage, track and automate SSL certificate renewals
"ARM PARTNERS" environment design and deployment using Infrastructure-as-Code and powershell in AMAZON AWS
Microsoft HYPER-V farm design, deployment and migration of current VMWARE farm to MS technologies
AUTOPILOT implementation providing OOBE for laptops and mobile devices (Windows, Mac, IOS and Android)
SERVICE CATALOG design and implementation to assist the business with purchasing of IT equipment and software
Migration from on-premise AD to HYBRID environment using AZURE Active Directory
RDS server and Gateway design and deployment to provide all employees secure access to the infrastructure
Cloud TICKETING system migration and deployment including Knowledgebase

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BAU:

Interviewed, recruited, trained the helpdesk and infrastructure support teams according to ITIL v3 best practices
Line management of all Helpdesk and Infrastructure Engineers
Manage technology partners and channel providers and worldwide IT equipment and software purchases
Management and support of all Infrastructures across 5 offices and several cloud environments (ie:AWS,AZURE)
Management of IT hardware and software according to company policies
Disaster Recovery management and maintenance of all backup systems (on-premise and cloud)
Management of multiple projects across all departments of the company
Support and maintenance of on-premise server farm using VMWare & MS Hyper-V
Support and maintenance of worldwide high-availability network connectivity between offices and cloud providers
Management of hybrid infrastructure both on-premise Windows AD and cloud Azure AD
Jira,Salesforce,GoogleApps,Office365,Azure,Sage,WebExpenses,AWS, Darktrace are some used cloud systems
ISO27001 and Cyber Essentials certifications (yearly reviews)

August 15 / December 2017 – Immedia PLC – Global Head of IT

Enterprise Architect, Project Management, Service Delivery Management and IT/Sales support
Design and implementation of new IT infrastructure and complete redesign of network security
Datacenter rebuild: Newbury and London. New MPLS installed to connect Newbury office with London Telehouse datacentre
Design and implementation of AD policies and VPN access across multiple delegations and sites
Implementation of SIEM systems and MDM solutions to improve security and intrusion detection
Implementation of Helpdesk ticketing system and self-password management tools to assist members of staff
Design and implementation of systems to provide CDN services, DDoS mitigation, Internet Security and distributed DNS services
Development of several bespoke applications to monitor all radio players worldwide, providing historical data and daily reports
Saved more than £100k by renegotiating the commercials of all services provided and by making smarter IT purchases
Management and support of 150 network devices, 7000 players, 30 online servers/sites and 7000 client internet connections
Project management/deployment of multiple radio stations using AWS infrastructure. These projects involved hybrid solutions to easily deploy "online radio stations" with minimal costs. Implementation of DR solution for all streams
Responsible for designing and deploying new infrastructures and servers. Currently using Windows 2016 clusters and Hyper-V machines with Load-Balanced Linux servers in the datacentre at Telehouse

April 13 / August 15 – Whistl – formerly known as TNT POST – UK IT Support Manager

Interviewed, recruited, trained the entire desk support teams according to ITIL v3 best practices
Managed a team of 7 staff supporting an infrastructure with 87 systems, including b-spoke applications
Managed two 3rd-party teams, one in the Netherlands and the other in the UK totalling 24 people
Developed all documentation used by the support teams (+340 documents)
Responsible for the Head-Quarters infrastructure, including the small farm of Windows,Unix servers
Supported the entire infrastructure as well as the 3 teams of 40 developers, 4000 users nation wide, all Whistl customers, Depots, Delivery Units and Mailing Houses
Management of all support teams: 1st level, 2nd level,3rd level and 4th level. 1st and 2nd level teams provided support to customers and internal users in all our platforms and systems, like: AD, CRM, Sharepoint, Citrix, Office and many applications developed internally. 3rd level team supported the entire business in particular the developer teams (DotNet,Java and Web) and the network infrastructure based on CISCO switches, routers and firewalls
Implementation and deployment of 9x high-end servers (RedHat) for a big project worth millions of pounds involving all the depots across the UK
Responsible for providing support to systems like UNIX, Linux, Windows, MacOS, Azure and AmazonAWS worldwide
Support platforms based in JIRA and ServiceDesk as well as other systems like Sharepoint & XWiki
All teams also supported the following databases: SQL, MySQL, Informix, Oracle and SAP used by different systems and departments within Whistl
Finance department support was done solely by myself to systems like: Navision, BottomLine & C-Series and SAP
Successfully migrated all servers from Holland to the UK including 500 users migration to a VDI environment based on CITRIX XenApp
Migration from Exchange Server to Office365 (2000 users). Complete rollout of 2000 laptops and 800 mobile devices. Azure implementation for better/easier management of users and devices
Awarded "Best Supporter of the Year" by the Business for the excellent and professional support provided in 2013

Other details

Excellent English and Portuguese comprehension, writing and listening skills
Good French and Spanish comprehension, writing and listening skills
Keen interest in all technology-related developments in particular Machine Learning, Artificial Intelligence and Blockchain
References available upon request
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