Daniel Nunes Dias

www.dndias.com

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(289) 885-2240

/danielndias

Mississauga, ON

Skills

Network Devices ●●●●○

VLAN ●●●●○

SNMP ●●●○○

VPN ●●●○○

Windows Server 2008/2012 ●●●○○

SEO ●●●○○

Java ●●●○○

HTML/CSS ●●●○○

Certifications

- CCNA R&S
- ITIL V3
- ISO/IEC 20,000
- ISO/IEC 27,002
- GREEN IT CITIZEN

IT Professional with 5+ years of experience in customer support and networks. Fast learner and objective oriented, experienced in teamwork and goals achievement. I have certifications in Cisco CCNA R&S, ISO 27,002 security and ITIL v3 IT processes.

WORK EXPERIENCE

Web Design & SEO Analyst   Mar 2017 – June 2018
Digihype Media – Mississauga, ON.
- Create website mock-ups
- Website development using WordPress
- Website changes to improve SEO
- SEO analysis and reports

Network Security Analyst (co-op)   Jan 2018 - Apr 2018
Royal Bank of Canada - Toronto, ON.
- Integrated a project to accredit several firewall policies, totalizing more than 18 thousand rules
- Implemented security policies
- Troubleshoot network connectivity issues

Network Analyst   Jun 2015 – Dec 2016
ATIVAS Data Center – Belo Horizonte, Brazil
- Participated in the design and implementation of several network projects, such as:
  - o VLAN Segregation
  - o Network expansion
  - o Network device replacement
- Installed and configured switches, routers, and firewalls
- Designed and implemented network security policies
- Created and configured a backup policy for the network devices
- Update network documentation
- Monitored network performance

User Support Analyst   Dec 2010 – Dec 2014
Domínio Informática – São Luís, Brazil
- Configured and maintained the company servers
- Implemented project to replace more than 300 computers
- Researched and implemented open-source solutions
- Supported more than 400 company users
- Monitored and maintained network performance

EDUCATION

Diploma in Computer Programmer
Sheridan College. Jan 2017 - Aug 2018

Postgraduate in IT Infrastructure Management
PUC Minas – Belo Horizonte, Brazil. Mar 2015 – Oct 2016

Bachelor's Degree in Information Systems
CEUMA University – São Luís, Brazil. Jan 2008 – Dec 2011