

Ricardo José da Costa Pereira

+353 877 07 64 45

+44 7308 034972

ricardo.247365@outlook.com

Glasgow, Scotland

Skilled DevOps Engineer with 10+ years of hands-on experience supporting, automating, and optimising mission critical deployments. Thrives in a customer focused, multi-site environment.

Professional Highlights

Site Reliability Engineer @Huawei Technologies | Ireland Mar. 2019 – Present

- Actively manage, improve, and monitor cloud infrastructure on AWS and OTC [Open Telekom] cloud platform
- Automate deployments for 400+ cloud servers using Python, Bash, Ansible, etc.
- Deploy Infrastructure as Code through the use of Cloud Formation, WiseEye, AWS Lambda, etc.
- Experience using Containerisation environments, such as, Docker, ECS
- Use of development tools such as JIRA, GIT, Jenkins,
- Implement and manage monitoring, such as, AIOps, Zabbix, Kibana, Grafana
- Implement and manage Front-End, Middleware and Back-End systems, such as, Nginx, Tomcat, Redis, Cassandra
- Troubleshoot and patch based on incident, problem and change request compliance [CSA Star]

System Administrator @Beacon Hospital | Ireland Aug. 2017 – Feb. 2019

- LAN & Wireless LAN Networking, Switching and Security
- Administration of VoIP ShoreTel/ Mitel and Cisco based systems
- Network Administration and Management
- VMware Administration
- Active Directory administration and support of Server 2008 and 2012 domains; DHCP, DNS
- Microsoft Office 365 exchange 2003-2013
- Linux proficiency in Debian/ SUSE operating systems
- Network monitoring, packet capturing and network penetration testing

IT Engineer @SP3 Services - IT Consultancy | Ireland Nov. 2016 – Aug. 2017

- Manage, design, develop and document business processes and procedures for the implementation of a Service Desk environment
- Gather business and IT requirements to support the development of aligned processes to support the needs of the customer organisation
- Agree Service Level reporting with senior management in SP3 Services and the customer organisation
- Ensure agreed project milestones remain on track for delivery with timely reporting of issues that could impact on timelines / quality
- Responsible for maintaining project documentation to track risks, actions, decisions, issues, changes to project scope

Project Manager / IT Engineer @EEGI - Energy Industry | Portugal/France Jan. 2016 – Nov. 2016 (Short-term Contract)

- Amazon AWS VM environment deployment for IOS/Android Apps
- Responsible for network design, installation and maintenance services
- Provided support for Windows, Macintosh and Linux on standalone or virtual environments
- Managed Active Directory accounts
- Configuring and implementing Remote Access Solution: IPSec VPN, SSL VPN, Citrix Access Gateway, Citrix Secure Gateway
- Troubleshoot and solved networking issues - TCP/IP, DNS, DHCP, Layer 2/3 network devices
- Administered the IT infrastructure – switches, firewalls, routers, PC's and servers

Project Manager / IT Engineer @SP3 Services - IT Consultancy | Ireland Jun. 2015 – December 2015 (Short-term Contract)

- Managed the delivery of critical projects
- Prepared project initiation documentation
- Provided project-by-project analysis and Business Process Mapping
- Reviewed current use of technology to replace legacy systems
- Oversaw Incident and request fulfilment by Managed Service Provider
- Coordinate activities of third party application support and web support suppliers

Emigrated from Portugal to Ireland to further my professional education and pursue unique opportunities.

B.Tech Networking Technologies Engineering Degree, Dublin Institute of Technology 2013-2016



<https://goo.gl/ZK8RvC>

*SCAN THE CODE TO CONNECT WITH ME ON LINKEDIN

Education

2019 [Still in progress] – CISSP Certification

2018-2019 - Software Defined Networking – OpenFlow/ Mininet/POX controller

2019 - CBH Cyber Security Service Certificate

2019 - GDPR Huawei Privacy Protection Awareness Training

2019 – Solutions Architect Certificate [Qwiklab]

AWS Identity and Access Management (IAM)

Elastic Load Balancing

Amazon Elastic Block Store (EBS)

Amazon EC2

Caching Static Files with Amazon CloudFront

Amazon Virtual Private Cloud (VPC) with AWS CloudFormation

2017 – Virtualization with VMWare

2013-2016 - B.Tech Network Technologies Engineering Degree | Dublin Institute of Technology

Modules:

- Business Management - Lean Canvas Business Model
- Financial Management
- Project Management
- Cisco Certified Network Associate (CCNA1-4) [TCP/IP, OSPF, EIGRP, QoS, IPSec, SSL, spanning tree, VLANs, DNS, DHCP, Wireshark, NMAP]
 - Networking Fundamentals, Routing Protocols & Concepts, LAN Switching & Wireless, WAN Technologies, Fundamentals of Wireless Technologies (CCNAW), Fundamentals of Network Security (CCNAS), Network Management
- Problem Solving with C/ C++/ Python
- Operating Systems Architecture (Linux/ Windows)
- Server-side Web Development (HTML5, PHP, MySQL, Javascript)
- Microcontrollers & Electronics

2014-2015 - LFS101x Linux Debian training course

2012 - Socomec Smart PowerPort Workshop

2011 - Rexel On Stage Challenge - Substitution Offer

2011 - Datacenter IT Architecture & Concepts | APC by Schneider Electric

2009 - Cisco Expo keynote speaker “Collaborate, Innovate, Experience - Surfing the Next Wave”

2008 - Commscope/ Systimax InstaPATCH training

2008 - CCTV IP System - AXIS Academy 2 | AXIS Communications

2007 - CCTV IP System - AXIS Academy 1 | AXIS Communications

2005 - Cisco Certified Network Associate - CCNA | Cisco Academy

2004 - LAN Systems - Nexans Intelligent Cabling Solutions

2003-2005 - Escola Profissional de Electrónica e Telecomunicações CET Grupo Lusófona
Higher Certification in Networking Technologies

1999-2002 - Escola Profissional de Electrónica e Telecomunicações
Tech Ordinary Degree, Electronic and Communications

Skills

Interpersonal

Focused on team collaboration. As an active listener, I'm keen to receive input from different perspectives. I like to propose trial-initiatives and quickly transform ideas into actionable points.

Technical

Ability to work in Windows, OSX, Linux, iOS, Android, Chrome OS. Experience in tools like MS Project, VISIO, Asana and Trello. Familiarised with Critical Path, Resource Planning, Task and Time Management, Citrix, VMware, Ansible, Python, MySQL/NoSQL DB, Zabbix/ Nagios, Wireshark, TCP Dump, Nginx, OpenResty, Tomcat

Languages

	Comprehension	Conversation	Writing
English	Professional	Professional	Professional
Portuguese	Native	Native	Native
Spanish	Basic	Basic	Basic

