Personal information

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Birthplace: Porto (Portugal).

Key skills

Programming & Development

- **Python** — scripting, automation, and backend-oriented logic
- **Algorithms & Data Structures** — control flow, collections, problem decomposition
- **Object-Oriented Programming (OOP)** — classes, methods, encapsulation, reuse
- **Automation & Scripting** — task automation, operational workflows, reliability focus
- **Backend Fundamentals** — data handling, validation, structured logic
- **Clean Code & Maintainability** — readable code, separation of concerns, refactoring mindset
- **Problem Solving** — translating real operational needs into structured code solutions

Training combines structured learning (EFA + University of Helsinki) with a strong systems-oriented mindset, prioritizing robustness, clarity, and long-term maintainability over quick fixes.

Cybersecurity & Operational Security

- Security principles applied to **operational and production environments**
- **Access control** and identity management awareness
- **Risk analysis** and impact assessment on systems and services
- Secure handling of systems and information in **regulated contexts**
- Understanding of **operational continuity** and security-by-design concepts

Cybersecurity is approached as an **integrated layer of systems and software**, reinforcing reliability, compliance, and resilience rather than as an isolated discipline.

IT Support & Systems

- Advanced troubleshooting across applications, systems, and networks
- Strong experience with **ServiceNow, Jira, Remedy** (incident and problem management)
- **User & Access Management** (Active Directory, Microsoft Intune)
- Remote Support Tools: **TeamViewer, Dameware, Goverlan**
- Operating Systems: **Windows & Linux** (advanced user and system support)

This experience was built in **high-pressure, business-critical environments**, shaping a disciplined approach to incident resolution, root-cause analysis, and operational reliability that directly informs how systems and software are designed today.

Cloud & Virtualization

- Familiar with **VMware vSphere** administration
- Monitoring and basic configuration of cloud and virtualized infrastructures
- Understanding of availability, performance, and operational continuity concepts

Exposure to virtualized environments strengthened an understanding of how **infrastructure decisions impact scalability, resilience, and long-term system behavior**.

Business & Productivity Tools

- **Microsoft Office 365** (Excel advanced user, Outlook, Teams, SharePoint)
- Financial Applications Support (**Bloomberg, Reuters, Oracle**)

Close interaction with business users and financial platforms reinforced a strong focus on **accuracy, usability, and operational impact** in technical solutions.

Communication & Collaboration

- Clear, empathetic communication with end-users and technical stakeholders
Time and priority management in **high-pressure, SLA-driven environments**
Multilingual: **Portuguese (native), English & Spanish (proficient), French (intermediate)**

This background supports effective collaboration across technical and non-technical teams, enabling calm execution, expectation management, and clear decision-making under pressure.

Education

High School Diploma / Secondary Education – Completed in 2025.

Computer Programmer EFA – Adult Education and Training (Level 4), Tecnisign, total of 1416 hours **(1150h training + 210h internship + 56h portfolio)**. Ongoing since **September 2025**, professional internship scheduled to start in **July 2026**.

Cybersecurity CET – Technician Specialist (Level 5), Multiformactiva
Total of **1510 hours**, post-work program running over approximately **18 months**, with a strong practical focus on security, risk management, and operational continuity. Includes an extensive **485-hour professional internship**. Ongoing since **February 2026**.

Professional training

Programming MOOC 2025 – Advanced Course in Programming, University of Helsinki (~135h). Expected completion: October 21, 2025.

Programming MOOC 2025 - Introduction to Programming, University of Helsinki (~135h), completed on September 6, 2025.

UFCD 9214 – Digital Marketing (25h), funded by IEFP, completed in September 2025.
Digital Marketing Course, provided by Talento, total of 78 hours, from March to September 2025.

Python Programming Course, intensive 200-hour full-time course, funded by IEFP, July to August 2025.

Supporting and Troubleshooting Windows 10 Course, completed at CAS Training (Madrid, Spain) with a duration of 30 hours, finished on March 31, 2017.

Principles and Fundamentals of Networking Course, completed at Anadat Consulting (Rivas Vaciamadrid, Spain) with a duration of 18 hours, completed on June 10, 2014.

Basic Administration of VMWare VSphere Course, completed at Anadat Consulting (Rivas Vaciamadrid, Spain) with a duration of 18 hours, completed on May 13, 2014.

Hardware Computer Course – Expert, completed at the Advanced Center of Computer and Training (Master Computer) (Lisbon, Portugal) with a duration of 52.5 hours, finished on June 21, 1999.

Languages

Portuguese: Native.
Spanish: Proficient User - High level of written and excellent oral proficiency.
English: Proficient User - High level of written and excellent oral proficiency.
French: Independent User - Good written and oral proficiency.

Professional experience

Core Professional Experience:

IT Support:
Level 1 Local IT Support Technician for BNP Paribas campaign at Devoteam (Lisbon, Portugal) from February 2019 to August 2024.
Level 1 IT Support Technician for BNP Paribas campaign at CAS Training (Madrid, Spain) from September 2016 to September 2018.
Level 1 IT Support Technician for CEPSA campaign at Tecnocom (Madrid, Spain) from September 2014 to September 2016.
Level 0 and Level 1 IT Support Technician for various Telefónica Cloud Computing campaigns at Anadat Consulting (Rivas Futura, Spain) from February 2013 to August 2014.

Previous Professional Experience:

Call Center:
Teleoperator for Nokia Portugal campaign at Sitel Ibérica Teleservices, S.A. (San Fernando de Henares, Spain) from March 2012 to December 2012.

Tourism:
Receptionist and Tour Guide at Quinta Nova de Nossa Senhora do Carmo Rural Hotel (Covas do Douro, Portugal) from March 2010 to February 2012.

Hospitality:
Bartender and Dining Room Attendant at LBV 79 Restaurant-Bar (Pinhão, Portugal) from September 2009 to March 2010.

Bar:
Bartender and Waitstaff at Labirintho (Porto, Portugal) from February 2006 to May 2008.

Sales and Marketing:
Salesperson at General Ótica – Norteshopping Shopping Center (Matosinhos, Portugal) from November 2003 to November 2004.
Sales Representative in the Professional Internet Department of TV Cabo (Porto, Portugal) from May 2003 to September 2003.

Hospitality:
Employee at Sugestões e Opções – Restaurant at Jardins do Palácio de Cristal (Porto, Portugal) from August 2002 to May 2003.
Employee at Pans & Company at Maia Shopping Mall (Maia, Portugal) from March 2002 to July 2002.

Tourism:
Room Attendant at Clarion Hotel Royal Christiania (Oslo, Norway) from August 2000 to March 2001.

IT:
IT Technician with administrative responsibilities at Cofanor – Cooperativa dos Farmacêuticos do Norte, S. A. (Porto, Portugal) from October 1999 to April 2000.