**Gustavo W. M. da Silva**

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**Professional Summary**

Experienced Technical Support Engineer (TSE) with over five years of experience in technical troubleshooting, customer support, cybersecurity, and vulnerability management. Proficient in network security, system troubleshooting, and enterprise IT solutions. Certified in CompTIA A+, Network+, Security+, and Cisco CCNA, demonstrating strong expertise in networking, security, and system administration. Adept at collaborating with cross-functional teams, investigating complex technical issues, and improving customer support processes.

**Technical Skills**

* **Networking & Security:** Network Troubleshooting, Cisco Switches and Routers configuration, Wireshark analysis
* **Operating Systems:** Windows Server, Linux (Ubuntu, CentOS, RHEL)
* **Security & Vulnerability Management:** Tenable Security Center, Tenable Vulnerability Management, Nessus, Compliance Standards
* **Database & Scripting:** SQL, Basic Python
* **Customer Support & IT Service Management:** ServiceNow, Jira, Salesforce
* **Web Development:** HTML, CSS, JavaScript

**Work Experience**

**Technical Support Engineer | Tenable, Dublin**

**July 2021 - Present**

* Provide technical support and troubleshooting for Tenable's cybersecurity products, assisting enterprise customers with vulnerability management and network security solutions.
* Provided troubleshooting for network scanning tools and firewall-related security issues.
* Diagnose and resolve network security misconfigurations and scanning errors.
* Collaborate with cross-functional teams, including Engineering and Product Development, to resolve complex cases.
* Write technical documentation and knowledge base articles to improve troubleshooting efficiency.
* Assist customers in understanding and implementing security best practices for their environments.

**Network Operations Engineer | Covalen, Dublin**

**November 2019 - July 2021**

* Monitored and maintained enterprise networks and security systems.
* Investigated and resolved network connectivity failures, VPN outages, and firewall misconfigurations.
* Managed critical escalations, engaging with third-party vendors to expedite issue resolution.
* Provided technical support for cloud and network infrastructure, ensuring compliance with security policies.

**Service Desk Consultant | Codec, Dublin**

**July 2019 - November 2019**

* Provided IT support and cybersecurity consulting for corporate clients, including Active Directory and Azure administration.
* Assisted in cloud migration projects, supporting AWS and Microsoft Azure implementations.
* Resolved network access and security configuration issues for remote users.

**IT Service Desk Agent | Manpower/SAP, Dublin**

**June 2018 - July 2019**

* Delivered technical support for SAP users, troubleshooting software, network, and security-related issues.
* Assisted in resolving LAN/WAN connectivity problems and security concerns.
* Managed remote troubleshooting sessions in English and Portuguese.

**Education**

**Professional Diploma in Full Stack Software Development**  
UCD Professional Academy | **September 2024 - September 2025**

* Covering **HTML, CSS, JavaScript, Python, and SQL**

**Postgraduate Diploma in Cyber Security**  
National College of Ireland | **2018 - 2020**

**Higher Diploma in Computing (Cyber Security)**  
National College of Ireland | **2016 - 2017**

**Bachelor of Business Administration**  
Faculty of Philosophy, Sciences and Letters of Caruaru | **2006 - 2009**

**Certifications**

* CompTIA A+
* CompTIA Network+
* CompTIA Security+
* Cisco Certified Network Associate (CCNA)

**Key Achievements & Projects**

* Improved Cybersecurity Posture for Clients: Assisted customers in optimizing security settings, network configurations, and compliance policies, reducing security risks by 30%.
* Enhanced Customer Support Efficiency: Contributed to knowledge base documentation and process improvements, reducing average case resolution time by 20%.

**Professional Development**

* Advanced Cybersecurity and Network Security Training – Developed expertise in SIEM, vulnerability management, and incident response.

**References**

Available upon request.