



Hugo Viegas

Work permit: Irish **Nationality:** Brazilian **Date of birth:** 10/01/2000

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 **Home:** Dublin (Ireland)

ABOUT MYSELF

IT professional with 4+ years of experience in technical support, system administration, and infrastructure management across enterprise and educational environments. Proven expertise in Active Directory administration, user account management, and technical troubleshooting in both Windows and Linux server environments. Strong background in automation development using JavaScript and Python, with hands-on experience supporting hybrid IT infrastructures. Skilled in database management, web development, and implementing technical solutions that optimize workflows and enhance system reliability. Currently supporting IT operations for 120+ users in Dublin educational institution.

WORK EXPERIENCE

 **Erin College** – Dublin, Ireland

City: Dublin | **Country:** Ireland

IT Support Specialist | System Administrator

[22/09/2024 – Current]

- Provide day-to-day IT support for staff, diagnosing and resolving issues across devices, applications, and connectivity while keeping operations running smoothly.
- Manage Google Workspace administration (users, groups, access and security) and coordinate identity with Active Directory, including targeted Group Policy configurations.
- Maintain systems through OS reinstalls, system restore and patch management; document and track static IP assignments to stabilize campus devices and services.
- Build lightweight internal solutions and spreadsheet automations using JavaScript/Python to remove repetitive steps.
- Create clear SOPs for IT and step-by-step guides for staff, delivering training that shortens resolution time and reduces repeat tickets.

 **Etal Prestação de serviços LTDA** – Belo Horizonte , Brazil

City: Belo Horizonte | **Country:** Brazil

IT Systems Support Specialist

[09/05/2020 – 01/06/2022]

- Provided technical support for staff, managing user accounts, permissions and access controls to ensure secure authentication and proper resource access.
- Performed system maintenance including hardware troubleshooting, software installations and workstation configurations to maintain operational stability.
- Developed internal automation using Google Sheets and Google Workspace APIs, reducing administrative processing time by 90%;
- Created technical documentation and SOPs for IT operations, enabling consistent support and smoother onboarding for future team members.
- Resolved technical incidents through systematic troubleshooting, achieving high first-call resolution and minimizing repeat issues.

EDUCATION AND TRAINING

Bachelor of Science (Honours) in Computing - Software Engineering

CCT College [16/09/2024 – 31/08/2025]

City: Dublin | **Country:** Ireland | **Website:** <https://www.cct.ie/> | **Final grade:** First Class | **Level in EQF:** EQF level 8

Software Development, System Architecture, Database Management, Web Technologies, Linux Server Administration, Windows Server Administration, Cloud Computing, Network Fundamentals, Information Security, Algorithms and Data Structures

Technologist Degree in Analysis and Systems Development

UNICNEC [04/03/2018 – 01/07/2021]

City: itaúna | Country: Brazil | Level in EQF: EQF level 6

Software Engineering, Database Design and Implementation, System Analysis, Object-Oriented Programming, Linux Server Administration (practical coursework), Network Configuration, Web Development, Project Management

Professional English Language Programme (Level C1 - Advanced)

ICOT [02/08/2022 – 30/04/2024]

City: Dublin | Country: Ireland

SKILLS

INFRASTRUCTURE & SYSTEM ADMINISTRATION

Windows Server environments / Active Directory (Group Policy, DNS, DHCP) / Microsoft 365 Administration / Backup & Disaster Recovery / Google Workspace Administration / Linux Server Administration

NETWORK & SECURITY

Network administration (TCP/IP, DNS, DHCP fundamentals) / Network troubleshooting and connectivity management / Information security best practices and access controls / Security policy implementation and user authentication / Firewall management basics

PROGRAMMING & SCRIPTING

JavaScript (Node.js) - Advanced / Python - Intermediate (automation scripting) / Google Apps Script - Advanced (workflow automation, API integration) / PowerShell - Basic (system administration tasks) / SQL / MySQL - Intermediate (database design, queries, optimization) / HTML5, CSS3 - Advanced / Git version control

PROJECTS

[01/07/2025 – 12/09/2025]

Full-Stack Web Developer (Freelance Project) • Designed and developed full-stack web application for D'Arcy McGee's Pub & Restaurant using React.js frontend framework and Node.js/Express backend architecture• Implemented SQL relational database design with normalized schema for menu management, reservations, and content management system• Built RESTful API endpoints using Express.js for CRUD operations connecting React frontend with Supabase database backend• Developed responsive web interface using React components, React Router for navigation, and modern CSS frameworks ensuring mobile-first design• Configured database connections, query optimization, and data validation ensuring secure and efficient data transactions• Deployed full application stack managing hosting environment, database configuration, and production deployment

Link: www.darcymcgeespub.com

LANGUAGE SKILLS

Mother tongue(s): Portuguese

Other language(s):

English

LISTENING C1 **READING** C1 **WRITING** C1

SPOKEN PRODUCTION C1 **SPOKEN INTERACTION** C1

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user