João Rafael Marques Panoias

Nationality: Portuguese ✉ **Email address:** joaopanoias@gmail.com

WORK EXPERIENCE

DevOps Engineer

Webasto Portugal [01/02/2019 – Current]

City: Alcochete/Lisboa/Home | **Country:** Portugal | **Business or sector:** Manufacturing

As a DevOps Engineer at Webasto, I joined a great team driving automation and optimizing global IT infrastructure. My work focuses on Infrastructure as Code (IaC), seamless system integration, containerization, and supporting business-critical Manufacturing Execution Systems (MES) to improve operational efficiency and scalability.

Key Contributions:

Infrastructure and IaC Specialist: Integrated into the Development team within ITO, leading infrastructure automation initiatives through Infrastructure as Code (IaC). Designed and implemented automated workflows using Rest APIs, PowerShell, and Azure Runbooks, creating Powershell modules to be reusable resource provisioning and configuring. Developed IaC templates that ensure consistency and version control across environments. Automated critical tasks including on-premises machine management, integrated with the Asset Manager project, resulting in reduced deployment time, minimized manual effort, and improved accuracy.

Monitoring Systems Development: Designed and implemented robust monitoring solutions using Nagios and Zabbix, providing real-time visibility and ensuring high availability of critical IT and production systems. Developed custom monitoring scripts to track system health, performance, and uptime, proactively identifying and resolving issues before they affect operations.

WSUS Architecture and Management: Architected and deployed a global Windows Server Update Services (WSUS) infrastructure, impacting over 1,200 servers worldwide. Developed a scalable update management strategy to ensure consistent patch deployment, compliance, and minimal downtime. Coordinated with regional teams to ensure updates were applied efficiently while minimizing impact on critical systems.

MES Support and Development: As a member of the MES support team, contributed to maintaining and enhancing Manufacturing Execution Systems across 34 global sites (follow-the-sun). Developed custom MES solutions to address specific regional requirements, participated in critical issue resolution and implemented performance optimizations to ensure continuous production processes. Collaborated with cross-functional teams to improve system reliability and operational efficiency.

By leveraging automation, IaC, and a strong DevOps mindset, I contribute to Webasto's transformation towards a more scalable, resilient, and agile IT infrastructure, enabling faster deployments, improved operational reliability, and enhanced business continuity.

IT System Administrator

MEGASA - SN Seixal - Siderurgia Nacional, S.A. [30/06/2008 – 25/01/2019]

City: Aldeia de Paio Pires | **Country:** Portugal | **Website:** www.megasa.com

Several roles and tasks serving directly since the multiple factory production areas and services to the company administration and final user support.

1. Microsoft Windows Server
2. Active Directory, Exchange, Isa Server
3. VMware Infrastructure
4. Veeam Backup & Replication Software

5. Microsoft Cloud Management - Office 365
6. Oracle VM
7. ZABBIX monitoring
8. Linux Server
9. Business Intelligence - MicroStrategy
10. Powershell
11. Oracle 8i, 9i e 10g, MySQL, Postgresql
12. Level 2 industrial software
13. Rockwell Active Display
14. Microsoft .NET
15. Php
16. Network Administration with large size infrastructure with Siemens, Enterasys, Extreme and Fortia Firewall
17. Internal telecommunications - Alcatel and Mobile communication administration
18. Administration of several internal Human Resources applications
19. BOSCH VIDOS, Internal CCTV design, implementation and administration
20. Administration of the Hardware of the company such as fisical servers, desktops, laptops, printers, faxes and SLA's

IT Technician
JRE - Gestão de Sistemas Informáticos, Lda. [03/01/2005 – 29/06/2008]

1. Information systems administration, maintenance/replacement of equipment (servers and workstations).
2. Support for multiple types of software from operating systems to dedicated applications (Windows 98, Windows XP, Windows server 2003, Exchange Server, Isa Server, VPN, Terminal Service, Accounting software, MS SQL). Support and maintenance of Computer Hardware-level parks.
3. Main activity: support groups/companies, although that also support to residential customers.
4. Developed works in very comprehensive and distinct areas of IT, because of the diversity/complexity of customers needs.

IT Technician
Contab - Gabinete de Contabilidade [03/02/2002 – 31/12/2004]

1. Network and System administrator
2. End-user support

EDUCATION AND TRAINING

Microsoft 365 Certified: Fundamentals
Microsoft [01/05/2022]

Microsoft Certified: Azure Fundamentals
Microsoft [17/02/2021]

Business Intelligence Developer & Consultant
Microstrategy Academy [11/07/2017 – 12/07/2017]

City: Lisboa ｜ **Country:** Portugal

Implementation and development of Bussiness Intelligence systems in several platforms.

IT Specialist Technician
Escola Superior de Tecnologia de Setúbal [27/10/2014 – 06/11/2015]

City: Setúbal ｜ **Country:** Portugal ｜ **Level in EQF:** EQF level 5

1. Program, plan, execute and coordinate the testing of prototypes;
2. Participate in the development of systems;
3. Coordinate teams of installation and repair of electronic and telematic systems.

4. Implement, test and approve telecommunications equipment;
5. Implement, manage and administer local area networks of computers;
6. Install, configure and maintain of local computer networks services;
7. Define product technical specifications, materials or productive technologies designed from the results of the study,
8. Experimentation and testing of prototypes;
9. Implement, test and approve electronic and electrical devices;
10. Detect, analyze and correct malfunctions of electric devices and electronic circuits;

Computer technician and management

Fundação Escola Profissional de Setúbal (Escola Profissional) [04/10/1998 – 04/10/2001]

City: Setúbal | **Country:** Portugal | **Level in EQF:** EQF level 4

1. Programmer
2. Computer systems analyst
3. Computer System Manager
4. Sales technician (Hardware/Software)
5. Management technician

Traineeship 01/03/2001 → 31/05/2001
Professional training course at the end of course with the duration of 3 (three) months (with test proof of competence), in the third year of the course of computer technician and management at Fundação Escola Profissional de Setúbal at the 2000/2001 school year.
Company Visteon Portuguesa, Lda. situated in Palmela
Final ranking of 15 values.
Curricular Internship 01/02/2000 → 29/02/2000
Internship with a duration of 1 (one) month, held in the second year of the course of computer technician and management at Fundação Escola Profissional de Setúbal at the 1999/2000 school year.
Company MauriFermentos, S.A., located in Cachofarra, Setúbal
Creating a Web page for the company.
Final ranking of 19 values.

LANGUAGE SKILLS

Mother tongue(s): Portuguese

Other language(s):

English

LISTENING C2 **READING** C2 **WRITING** C2

SPOKEN PRODUCTION C1 **SPOKEN INTERACTION** C1

Spanish

LISTENING B1 **READING** B1 **WRITING** A2

SPOKEN PRODUCTION A2 **SPOKEN INTERACTION** A2

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

DIGITAL SKILLS

Azure DevOps configuration

ORGANISATIONAL SKILLS

Organisational skills
 • Ability to adapt and change
 • Ability to work under stress environments
 • Troubleshooting
 • Secrecy and description

COMMUNICATION AND INTERPERSONAL SKILLS

Communication and interpersonal skills
- Aptitude for teamwork
- Participation in several joint projects elaborated and implemented by the Department of IT of the Megasa Group, S.A.
- Good leadership and interpersonal skills and easy communication.
- Strong motivation for new learning.

JOB-RELATED SKILLS

Job-related skills
- Web development for several organizations
- Development of many applications on specific company projects

OTHER COURSES

Other courses
- Lean Management - 2019
- Cibersecurity - Operational Security (OPSEC) for Control System
- Computer Science on "Microcamp Internacional" on 1997.
- Computer Introduction on 1993/94