JOSUÉ **FREIRE**

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PROFESSIONAL SUMMARY

Even though I haven't finished my bachelor degree I have a good knowledge about system administration and basic working knowledge in programming.
With Generix I was able to learn so much, and with the new cargo position of advisor, I'm learing to manage the team and improve their quality of life.

SKILLS

- Network maintenance
- Extremely organised
- Website maintenance
- System backups
- System upgrades

- C and C++ (basic working knowledge)
- Python (basic working knowledge)
- Linux Servers
- Linux System Administration
- PenTesting
- Front End Dev (HTML and JavaScript)

WORK HISTORY

10/2020 - Current **Monitoring Team Advisor**
Generix Group - Maia
- Coached and assisted new employees with adapting to new processes.
- Implemented and developed new useful tools for the team (Internal wiki).
- Documentation management.
- Raised the level of competence of the team (Linux and the various applications).
- Created new more efetive procedures.
- Participated on the interview of new recruits.
- Collected data and developed detailed spreadsheets to identify trends, and possible fixes for the workflow.
- Created of reports /KPIs
- Improve the workflow of existing tools(PRTG/ Salesforce /Outlook)
- Help in the optimization of the timetable / shifts
- Organize a weekly meeting between the team members, to discuss various topics

04/2019 - 10/2020 **Monitoring/ Exploitation Cloud OPS**
Generix Group - Maia
- Performed critical incident response and recovery duties as needed, thoroughly monitoring and documenting incidents to avoid further issues.
- Remoted conneted to various machines (on site and AWS) with different operations systems (Redhad / CentOS / Debian / Windows Server) to analyse and solve problems.
- Monitored the various applications and servers with APMs: PRTG / Centreon / New Relic
- Created detailed reports to VIP clients.
- Creation and management of tickets using Salesforce.
- Started to create a internal Wiki to help teammates find solutions to already known problems.

09/2018 - 04/2019 **Computer Technician**
Self-employed - Porto
- Maintained high levels of customer satisfaction, explaining complex technical concepts in a clear, understandable manner to ensure comprehension.
- Accurately diagnosed faults down to component level for swift resolution and repair.
- Performed varied System fault finding and troubleshooting tasks, minimising delays to overall company productivity.

03/2017 - 09/2018 **Machine Operator**
CTT - Correios de Portugal - Maia
- Worked with OCR sorting machines.
- Detected and reported malfunctions and out-of-tolerance machining.
- Monitored product standards and quality-control programmes.

05/2014 - 07/2014 **Intern**

MDS Insurance - Porto
- Resolved computer hardware and software, printing, installation, word processing, email and operating systems issues, supported with a ticket software (OTRS).
- Restored data using Acronis, operating systems, files, documents and drivers.
- Set up and configured hardware (laptops/desktops/printers/phones) and software(Word, Excel, PDFReader, Others).
- Maintained accurate hardware(laptops/desktops/printers) inventories.

11/2012 - 02/2013 **Surveyor Intern**

ERI Engenharia - Matosinhos
- Created a database of gas pipes locations using GPS coordinates, for EDP Energia
- Interpreted drawing mark-ups and implemented drawing revisions provided by engineers.
- Created topographic maps using AutoCAD 2013.
- Provided drafting support to a civil engineering staff.

11/2011 - 02/2012 **Surveyor Intern**

FLP topografia - Alfena
- Provided CAD work for design of all civil, mechanical, and electrical instrumentation.
- Created assembly and layout drawings using AutoCAD 2012.

EDUCATION

2015 - 2017   **Bachelor's degree**: Computer and Information Systems Security (*NOT COMPLETED*)
ESTG - Politécnico do Porto - Felgueiras

2013 - 2014   **Specialisation Course**: System, Networking, and LAN/WAN Management/Manager
ESTG - Politécnico do Porto - Felgueiras

2010 - 2012   **Specialisation Cource**: Land Surveyor
CICCOPN - Maia