

# 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 learning 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 effective procedures.
- Participated on the interview of new recruits.
- Collected data and developed detailed spreadsheets to identify trends, and possible fixes for the workflow.
- Created 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 connected to various machines (on site and AWS) with different operations systems (Redhat / 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 Course:** Land Surveyor

**CICCOPN** - Maia