Josué Freire
Application Support Engineer

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⚙ About Me

- I'm an Application Support Engineer with a diverse set of technical skills as well as professional and personal experiences in systems administration, application support and community management.

- In the past I've helped improve different application support processes, and in some cases, mentored other team-members. I enjoy learning about different monitoring tools which I explore in personal projects, e.g. Linux-hosted game servers using Docker, Grafana, Prometheus, …

- My current and future interests involve working with technical challenges set in all things related with infrastructure, monitoring, systems administration, and programming.

⚙ Experience

Natixis
Junior Application Support Engineer

November 2021 – Present
Hybrid/Remote

> Working alongside Developers and Project Managers, providing creation and support of infrastructure needed to deploy applications.

> Tech: AWS, Zabbix, Grafana, IIS/TOMCAT/JBoss, Control-M, XL Deploy/XL Release, Jenkins, Jira, Confluence, Venafi, Bitbucket, Python, PowerShell, Bash

Generix
Monitoring Team Advisor

April 2021 – November 2021
Hybrid/Remote

> Coached new hires in the team's different monitoring and support processes.

> Developed and maintained tools and documentation for the team (e.g. Internal Wiki).

> Tech: PRTG, Centreon, NewRelic, Confluence, Salesforce, PowerShell, Excel

Generix
Monitoring/ Exploitation Cloud OPS

April 2019 – April 2021
Hybrid/Remote

> Performed critical incident response and recovery duties as needed, thoroughly monitoring and documenting incidents across multiple services and infrastructure.

> Tech: PRTG, Centreon, Confluence, Salesforce, UNIX-like OS…

Self-employed
Computer Technician

September 2018 – April 2019
Porto, Portugal

> Performed various computing hardware and software troubleshooting tasks.

> Tech: OVH, VirtualBox, KVM, Outlook, MobaXTerm

CTT
Machine Operator

March 2017 – September 2018
Maia, Portugal

> Worked with OCR sorting machines; Detected and reported malfunctions and out-of-tolerance machining; Monitored product standards and quality-control programs.

MDS Insurance
HelpDesk intern

May 2014 – July 2014
Porto, Portugal

> Resolved computer hardware and software, printing, installation, word processing, email and operating systems issues, supported with a ticket software (OTRS); Set up and configured hardware (laptops/desktops/printers/phones) and software(Word, Excel, PDFReader, Others).

ERI Engenharia
Surveyor Intern

November 2012 – February 2013
Matosinhos, Portugal

> Created a database of gas pipes locations using GPS coordinates, for EDP Energia; Created topographic maps using AutoCAD 2013.

FLP topografia
Surveyor Intern

November 2011 – February 2012
Alfena, Portugal

> Provided CAD work for design of all civil, mechanical, and electrical instrumentation; Created assembly and layout drawings using AutoCAD 2012

🎓 Education

School of Management and Technology, Polytechnic of Porto
Bachelor in Computer and Information Systems Security* (NOT COMPLETED)

2015 – 2017
Felgueiras, Portugal

School of Management and Technology, Polytechnic of Porto
Specialization Course - System, Networking and LAN/WAN Management

2013 – 2014
Felgueiras, Portugal

⚙ Curiosities

In my spare time I have been tinkering with dedicated servers hosted in OVH, and I've been using tools like Docker, Grafana, Prometheus, InfluxDb to help me spin up different game servers, e.g. Minecraft, Valheim, Rust, …, and gather monitoring data.

From 2012 to 2014 I co-founded and acted as a Systems Administrator for two of the largest Portuguese Minecraft communities, mineiros.pt and papayagriefers.com. I took care of Linux server hosting, setting LAMP environments, configuring the websites and forums (phpBB, Apache, MySQL, Paypal, …).

I'm a hobbyist drone pilot.