LUIZ CARLOS GABRIEL PACHECO CASTELLO BRANCO

Brazilian, Maried, 2 childrens, born on 05/31/1979
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Acting Area

INFORMATION TECHNOLOGY

SUMMARY

- Professional with a solid career developed in the Information Technology area, expertise in Infrastructure, Networks, Service Desk, Help Desk and Technical Support.
- Experience in network infrastructure, convergence and environments migrations, working on improving processes and providing improvements to the computing environment.
- Management of the operation, processes, procedures and technology tools for delivering IT infrastructure services, focusing on security, automation, performance, availability and business continuity.
- CAPEX and OPEX budget management, including preparation of terms of reference (RFP) and law 8,666, seeking efficient use of resources.

ACADEMIC EDUCATION

- Post-graduate degree, completed in 12/2024, in Business Management from Fundação Dom Cabral (FDC);
- Post-graduate degree, completed in 06/2014, in Project Management - PMI Methodology - Cruzeiro do Sul University;
- MBA, completed in 12/2009, in Information Technology Governance – UniCesumar;
- Graduate degree, completed in 06/2008, in Computer Science - Universidade Católica de Brasília.

CERTIFICATIONS

Microsoft MCT, COBIT® 5 Foundation, Green IT, ISO 20.000 e ISO 27.002, ITIL v.3 Foundation, EMC Storage Admin – VNX Specialist, Microsoft MCSA – 2012, VMWare Certified Professional 6.5 – DCV.

COURSES

- Management: SCRUM foundation | Business Process Mapping and Modeling | ITIL Intermediate OSA;
- Technical: VMWare NSX, Horizon 7 and vSphere: ICM | VMWare vSphere: Optimize and Scale | Dell Switch Administration | VNX Unified Storage Management (EMC²) | Microsoft Course 20410D: Installing and Configuring Windows Server® 2012 | Linux Enterprise Implementation, Network Administration and System Administration.

KNOWLEDGE

- SCRUM agile methodology, team management.
- Infrastructure: VMWare vSphere and vCenter Datacenter Virtualization | Microsoft Exchange Server | Microsoft Network | Microsoft Active Directory | Microsoft 365 | Fortigate Firewall | Cisco, Dell and HP Switches |Dell, HP and IBM standalone servers, HP and IBM blade servers | IBM DS3000/FS5015, EMC VNX 5500/5600, HP EVA 3000 and Netapp FAS2050/FAS3040 Storages | HP Dataprotector, Bacula and Veeam Backup Solutions.
- Linux Networks and Open Source solutions: Ngin-X reverse proxy, Apache, PfSense, OwnCloud, AirFlow, Moodle, Proxmox Mail Gateway, Nagios, Zabbix.
- Automations with PowerShell, VB Script and C#

LANGUAGE

- English (graduated from Casa Thomas Jefferson and Exchange program in the United States).

INTERNATIONAL EXPERIENCE

- United States (2011) – Storage training at NetAPP and visit to Silicon Valley companies

EXTRA ACTIVITIES

- Founder of https://nvlan.com.br/comunidade, (5.7k hits/month) support professionals in the area.
- Speaker at the XII Information Technology Workshop at the Catholic University of Brasília: Topic *'Creation of an Electronic Mail Server with Postfix'*.

PROFISSIONAL EXPERIENCE

Information Tecnhology Coordinator at Confederação Nacional do Transporte   **02/2021 – Current**
- Supervision and leadership of service, infrastructure, development, testing and database teams;
- Close collaboration with other teams, for effective integration of IT systems with the company's needs, with active involvement in agile projects, using *backlogs* and *sprints*;
- Planning, definition of quality standards, implementations, acquisitions and maintenance of IT infrastructure;
- Delivery of regular reports to the board, communicating the performance of IT services, project status, purchase requests and suggestions for improvements based on service indicators;
- Cloud migrations (Exchange for Exchange Online, S4B for Teams, files for OneDrive and Sharepoint Online);
- Regularization of corporate backup, implementation of security routines and automation.

Infrastructure Coordinator at União Química – Farmacêutica Nacional SA   **08/2020 – 02/2021**
- IT infrastructure manager for 11 units and 6,000 employees;
- Management and monitoring of performance indicators for the team and service quality and SLA;
- Analysis of demand indicators, automating activities that consumed the team, improving the process;
- Expertise in improving services provided, workflows and the IT environment;
- Implementation of new security, monitoring and automation policies and services for the environment;
- Responsible for the acquisition of equipment and services, technology or those involved in it.

Senior-Level Technician IV at SEST SENAT   **08/2014 – 08/2020**
- Responsible for managing the datacenter and its IT services at the Headquarters and 150 units (totaling 6,000 users), downsizing and standardizing the environment, thus reallocating part of the team to create the security area;
- Implementation of a monitoring and change management system, increasing the quality of services provided;
- Technical specification for terms of reference and contractual adjustments in educational programs for benefits;
- Administration of all IT infrastructure services, including the adoption of open source solutions;
- 3rd level support for other teams and working with the *Servicedesk* team, analyzing indicators, automating the most demanded routines, saving time and freeing up staff to perform other tasks.

Infrastructure Coordinator at BBTURISMO   **05/2013 – 08/2014**
- Management of the IT infrastructure at Banco do Brasil Tourism Company and its 8 units;
- Reformulation of the environment and infrastructure services to a new, more autonomous topology, with greater control, implementing monitoring, automating tasks and implementing planned changes with less rollback and automating items that required user support. Resulting in the settlement of the team's overtime balance and a 30% reduction in the networks team and 20% in the Helpdesk team;
- Preparation of terms of reference, for purchases of goods and services, under Brazilian law 8,666;
- Regularization of corporate backup.

IT Manager at IMPLANTA INFORMÁTICA   **12/2011 – 05/2013**
- Network and support team management, using *Kanban* to distribute activities and dividing projects into *sprints*;
- Responsible for increasing the company's satisfaction, with stable services and an effective team;
- Visits and trips to clients, to support the implementation of the system and network consultancy;
- Standardized installation procedures for the company's system, sold to customers, including a customized operating system, to reduce and standardize incidents, simplifying the service of the Service Desk team.

Infrastructure and Technical Support Coordinator at MDIC   **12/2009 – 12/2011**
- Commissioned position, coordinating the Database, Networks and *Helpdesk* teams;
- Preparation of terms of reference, for purchases of goods and services, under Brazilian law 8,666;
- Management of national projects, such as the development of systems to provide tax benefits to national industry, improvement in the trade balance service and the implementation of the MEI (Individual Microentrepreneur) service;
- Reformulation of the environment, including equipment exchange, updating, monitoring, backup and downsize.

Previous jobs
- Feb. 2002 - Sept. 2009 – Network Analyst, at UCB;
- May 2009 - Dec. 2009 – IT and Prospecting Analyst, at CASSI;
- May 2000 - Apr 2001 – Network Technician at Dataprev.