

## **Marcelo Ferreira dos Santos**

### **Contact**

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### **Main goal: IT Analyst / Support / Infrastructure / Sysadmin Mid-Senior**

#### **Summary**

- Experienced professional with 29 years of experience in information technology, 13 of which on the African continent (Angola), in environments made up of international and multidisciplinary teams.
- Certified AWS Cloud Practitioner, Devops Fundamentals Professional, Scrum Fundamentals Professional, Ubiquiti Administrator, VMware Sales Professional, Juniper (JNCIA-ER, JNCIS-ER, JNCIA-ES).
- Ease of working in global teams and multicultural environments.
- Ability to bridge technical and business areas.
- Customer-oriented, results-oriented, technical solution-oriented.
- Practical knowledge and experience in Digital Transformation, Agile Methodology, Team Leadership, Kanban, Scrum, Mentoring, Teaching and Training.

#### **Main technical skills**

- Scripting language: Bash, Shell Script
- Basic of programming languages: Python, Golang, Javascript
- Practice in continuous delivery: Github Actions
- Monitoring / Observability: Zabbix, Nagios
- Container orchestration: (Kubernetes, in progress)
- Virtualization: VMWare ESXi, VirtualBox
- Containers: Docker (in progress)
- Configuration and provisioning management: (Ansible and Teraform, in progress)
- Firewalls: Linux iptables, Cisco ASA
- Routers/Switches: Cisco, Dell, Dlink
- Wireless (long-range): Ubiquiti, Motorola
- Operating systems: Linux, Windows, FreeBSD, Unix SCO
- Windows/Linux Services: Active Directory, DNS, DHCP, FTP, SSH, VPN (IPSec), Email, Files
- File Transfer Protocol: FTP, sFTP
- Database: MySQL
- Cloud Providers: AWS (S3, EC2, Route53)

#### **Academic background**

- Postgraduate: Specialization (Lato Sensu) MBA in Project Management, Universidade Gama Filho, Completed in 2010
- Degree in Technology: Computer Network Management, Salvador University (Unifacs), Completed in 2003

#### **Additional information**

- **IELTS English Certificate** – British Council – B1/B2 - Certificate 14BR001386DOSM051G
- **EF Standard English Certificate** – EF SET English Certificate 70/100 (C1 Advanced)

## Experience

### ● DAREDE

- Functions: **Service delivery manager, (Brazil)** - Jan 2008 to Aug 2023
- Responsible for:
  - Acting as **service delivery manager, delivery, contract manager**
  - Delivery management of multidisciplinary teams focused on AWS Cloud Computing services
  - Customer contract management and time usage control
  - Service quality control, ticket quality control
  - Monitoring relationships through cadence meetings
  - Guarantee of contracted services (SLAs, KPIs, deliverables and reports).
  - Ensure end-to-end handling of customer operation escalations and incidents, managing crisis meetings and internally addressing actions to mitigate and resolve problems, participation in AWS war rooms
  - Management tools: kanban, monday, microsoft planner, sharepoint

### ● 1K4B

- Functions: **Independent senior consultant, International (Brazil and Angola)** - Jan 2008 to Aug 2023
- Responsible for:
  - Acting as **sysadmin, systems administrator, infrastructure analyst, IT analyst, IT support analyst, project analyst**
  - Various activities and projects developed in Angola
  - Installation, configuration and maintenance of servers and IT services
  - Technical actions: linux servers (debian, red hat, slackware), windows servers (active directory, gpo), digital certificates, openssh, telnet, proxies, Cisco routers, Cisco catalyst switches, Cisco ASA firewall, voip telephony, voip telephone exchanges , nagios and zabbix monitoring, vpn, training for multi-departmental teams, dhcp server, file server, ITIL methodology implementation,
  - Management tools: scrum, kanban, trello, monday, microsoft project, openproject

### ● Happy Code (Programming School)

- Functions: **IT Coordinator, International (Angola)** - Sep 2018 to Apr 2020
- Responsible for:
  - Acting as **sysadmin, infrastructure analyst, IT support analyst, programming and robotics teacher**
  - Installation, configuration and maintenance of laptops, wifi routers, windows server, border router, switches, dhcp server, file server
  - Technical actions: windows servers (active directory, gpo), routers, switches, firewall, training for multi-departmental teams, teacher trainer
  - Programming languages and methods: STEAM methodology (science, technology, engineering, arts and mathematics), design thinking, digital literacy, programming logic, data analysis, computational thinking, information security, game programming, algorithms, minecraft, drones, robotics, internet of things, blockly, javascript, scratch, unity, construct

### ● Ogimatech (Total Oil & Gas)

- Functions: **IT Project Manager, International (Angola)** - Apr 2015 to Oct 2015
- Responsible for:
  - Acting as **sysadmin, systems administrator, infrastructure analyst, IT analyst, IT support analyst, project analyst**
  - Technical actions: linux servers (debian), remote access, vp, storages
  - Highlight: IT infrastructure administration consisting of 3 onshore bases and 6 offshore bases, 3000 users, 40 servers, 800 TB of storage, 6 backup robots, corporate proxies and database, Vmware virtual servers, linux and windows servers, Netapp storage, nagios, Neo4000 Overland Storagebackup robots
  - Management-related actions: adjusting technical actions to the “core business”, workflows, technical and management documentation reporting to the Service

Manager at the headquarters located in France; Sorbonne-Oxley, ITIL and COBIT, ITSM were used as work tools

- **Sonangol Oil & Gas**
  - Functions: **IT Project Manager, International (Angola) - 2014**
  - Responsible for:
    - Acting as an **IT analyst, project analyst**
    - Technical actions: Design, development and implementation of the NOC in the Oil and Gas company, linux servers (debian), remote access, vpn, cacti, nagios, whats'up
    - Highlight: first place in oil production on the African continent, more than 1000 devices, remote locations, security issues, satellite links and complex infrastructure
    - Management-related actions: technical documentation, ITSM as a work tool, presentations and executive reports
- **EMBASA** (Bahia Water and Sanitation Public State Company)
  - Functions: **IT Project Manager, Brazil - July 2009 to June 2010**
  - Responsible for:
    - Acting as **IT analyst, support analyst, network analyst**
    - Technical actions: Technical administration of the entire IT infrastructure of the State of Bahia, Windows and Linux servers, proxies, firewalls, iptables, GPO, policies, user support, blade servers
    - Highlight: 2 datacenters, mainframe and over 1000 users
    - Management-related actions: technical documentation, implementation of ITIL and PMI methodologies
- **Orcangola** (PMDI INSS - National Social Security Institute Modernization Project)
  - Functions: **IT Consultant, International (Angola) - January 2008 to July 2008**
  - Responsible for:
    - Acting as an **IT analyst, infrastructure analyst**
    - Technical actions: linux and unix servers, analysis of critical servers, firewalls, blade servers, monitoring with nagios and zabbix, shell script
    - Highlight: analysis, provision for 10 years, implementation and replacement of the entire INSS datacenter infrastructure for the entire country
    - Management-related actions: technical documentation, indicator report
- **ITS Brasil** (corporate internet service provider)
  - Functions: **IT Coordinator, Brazil - 2006 to 2008**
  - Responsible for:
    - Acting as an **IT analyst, infrastructure analyst**
    - Technical actions: Coordination of the support team, administration of LAN networks, microwave networks (Comba, Ubiquiti, Motorola), freebsd, linux, windows, CRM, Cisco routers and Cisco switches
    - Highlight: in the largest corporate internet provider in the north-northeast of Brazil, professional datacenter
    - Management-related actions: analysis of infrastructure projects, technical documentation, indicator reports
- **ALTIS** (High Technology and Software Development Center)
  - Functions: **IT Support Analyst, Brazil - 2005 to 2006**
  - Responsible for:
    - Acting as an **IT analyst, infrastructure analyst**
    - Technical actions: Responsible for maintaining the technical environment for 100 IT professionals including developers and project managers, in addition to the administrative department, network administration (routers, switches, telephone exchange), administration of Linux servers (firewall, proxy), administration of windows servers (file servers, policies, GPO, active directory), shell script
    - Highlight: project developed in partnership between IBM and the Government of the State of Bahia
    - Management-related actions: indicator report, management of customer and supplier contracts, coordination of a team of interns

- **Rede Bahia** (Globo Tv)
  - Functions: **IT Analyst, Brazil - 2003 to 2005**
  - Responsible for:
    - Acting as **IT analyst, infrastructure analyst, support analyst**
    - Technical actions: Corporate network administration, dns server administration, email servers, application server, database server, antivirus server, backup server, vpn servers, backup robots, shell script
    - Highlight: more than 20 websites, 18 companies, 700 workstations and 1,000 users; project creator for using Free Platform software
    - Management-related actions: implementation project and security management
  
- **IFX Networks** (corporate internet service provider)
  - Functions: **Telecommunications Analyst, Brazil - 2001 to 2003**
  - Responsible for:
    - Acting as a **network analyst, infrastructure analyst, support analyst**
    - Technical actions: corporate backbone administration, Linux server administration, senior team support, Linux, freebsd, shell script
    - Highlight: corporate internet company headquartered in California (USA); co-creator of project to use ILG Free Platform software (IFX Linux Gateway, with squid proxy, email server, firewall and routing)
    - Management-related actions: preparation of indicator reports
  
- **SEAGRI** (Secretariat of Agriculture of the State of Bahia)
  - Functions: **Infrastructure Analyst - intern, Brazil - 2000**
  - Responsible for:
    - Acting as a **network analyst, infrastructure analyst, support analyst**
    - Technical actions: installation, configuration and maintenance of local and remote networks, installation and maintenance of mission-critical servers, Windows servers
    - Highlight: software and hardware specification to be published in public tenders

#### **Other Experiences**

- |                           |                                      |                       |
|---------------------------|--------------------------------------|-----------------------|
| ● <b>DAREDE (Brazil)</b>  | - Function: Service Delivery Manager | - Sep 2022 - Dec 2023 |
| ● <b>ETIC (Angola)</b>    | - Function: Business Developer       | - Aug 2020 - Oct 2022 |
| ● <b>IT Academy</b>       | - Function: Business Developer       | - Jul 2020 - Oct 2022 |
| ● <b>IT Specialists</b>   | - Function: Writer (volunteer)       | - Sep 2010 - Sep 2018 |
| ● <b>Area1 University</b> | - Function: Teacher                  | - Set 2009 - Dez 2011 |
| ● <b>Hypermatrix</b>      | - Function: Operations Assistant     | - Sep 2010 - Jul 2011 |
| ● <b>Olodum</b>           | - IT Supervisor (volunteer)          | - Apr 1999 - Dec 2003 |