

Nelson Santos

Project Portfolio

IT Operations • Infrastructure • Cybersecurity • GRC (ISO 27001 / NIS2 / DORA)

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Portfolio: <https://ndbsantos.netlify.app/>



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Projects (reverse chronological)

Selected projects in IT Operations, Infrastructure, Cybersecurity and GRC.

Focus IT Ops • Infrastructure • Security • GRC	Core stack Microsoft • Networking • Perimeter • Endpoint	Delivery Design • Implementation • Management • Audit readiness
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2025

NIS2 / ISO27001:2022 implementation (4 clients)

Coordinator and Implementer

Various (External CISO)

Technologies: Auditing, GRC

Outcome: ISMS ISO 27001 implementation (Logistics, PT); NIS2 implementations (Environmental, PT; Financial sector)

2023

20 locations interconnected with UniFi

Project design, Management and Implementer

Various

Technologies: Networking (UniFi)

Outcome: Increased productivity and security in coworking spaces

2022 ISO 27001 and NIS2 Projects

Coordinator and Implementer

Logistics

Technologies: Governance and Compliance

Outcome: Compliance progress in public and private entities

2020 Implementation of multiple firewalls (Sophos, WatchGuard)

Project design / Manager / Implementer

Various

Technologies: Sophos Firewall, WatchGuard, VPN, IPS, Web filtering

Outcome: Perimeter security improvements across clients

2019 Start of ISO 27001 & NIS projects

Coordinator / Implementer

Various

Technologies: ISO 27001, Risk management, ISMS, NIS

Outcome: First clients progressing toward compliance

2018

Endpoint migration: TrendMicro WorryFree → Panda AD360

Manager

Industry

Technologies: TrendMicro WorryFree, Panda AD360, Endpoint policies

Outcome: Successful migration across multiple workstations

2018

Implementation & recovery of 3 servers (Windows 2012)

Implementer

Industry

Technologies: Windows Server 2012, StorageCraft, Backup/DR

Outcome: Server recovery and service restoration

2017

Ransomware recovery & Kaspersky deployment

Manager / Implementer

Institute

Technologies: Windows Server 2008, Windows 7, Kaspersky, DR/restore

Outcome: Recovered 10 servers + ~400 workstations; incident remediation

2016 Migration from Asterisk to IPBRICK

Management and 3rd line support

Private Food Sector

Technologies: IP Telephony, VoIP, Ticketing**Outcome:** Internal IT team leadership (4 support technicians)**2015 Lync Communications Project (Banking & private sector)**

Management and Implementer

Banking

Technologies: Lync, Office 365**Outcome:** National collaboration with Microsoft**2014 Business Continuity Plans**

Project design, Management and Implementer

Industry

Technologies: BCP/DRP design, testing and validation**Outcome:** Successful external audit validation

2011 Migration to Office 365 (~3000 users)

Project design, Management and Implementer

Various (Insurance, Logistics, Solicitors, Telecoms, Environment, Institutes)

Technologies: Exchange Online, SharePoint**Outcome:** Cost reduction reported of ~35%**2009 Migration to BPOS**

Project design, Management and Implementer

Logistics

Technologies: Exchange, BPOS**Outcome:** Successful transition to cloud services (saving ~€30k/year)**2005 ISA / Forefront TMG Installation**

Project design, Management and Implementer

Various (Insurance, Logistics, Solicitors, Telecoms)

Technologies: ISA / Forefront TMG**Outcome:** Improved security for websites and email services (spam filtering improved by ~70%)

2004

Complete Infrastructure (project creation, cabling to turnkey service delivery 100%)

Project design, Management and Implementer

Logistics

Technologies: AD, Exchange, TMG, VMware

Outcome: Multisite network, business continuity

2003

Exchange 5.5 to 2003 Migration

Implementer

Architecture

Technologies: Microsoft Exchange

Outcome: Improved email reliability and security

Selected highlights (interview-ready)

Three projects with concise talking points.

NIS2 / ISO 27001:2022 program (4 clients) — 2025

- Gap assessment and scope definition; asset inventory/classification; risk assessment & treatment.
- Policies/processes: incident handling, access control, backups/DR, supplier risk, logging/monitoring, awareness.
- Outcome: ISO 27001 ISMS implemented (logistics) and NIS2 progress in environmental and financial sectors.

Ransomware recovery (10 servers + ~400 workstations) — 2017

- Coordinated response and recovery: restores, validation, controlled reintroduction of services.
- Endpoint protection deployment and DR/restore procedure improvements.
- Outcome: services restored and environment stabilized after remediation.

Migration to Office 365 (~3000 users) — 2011

- Planned and executed Exchange to Exchange Online migration and SharePoint adoption.
- Stakeholder coordination and minimal downtime; architecture input and operational handover.
- Outcome: reported ~35% cost reduction and improved scalability.