

# Nelson Santos

Project Portfolio

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

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

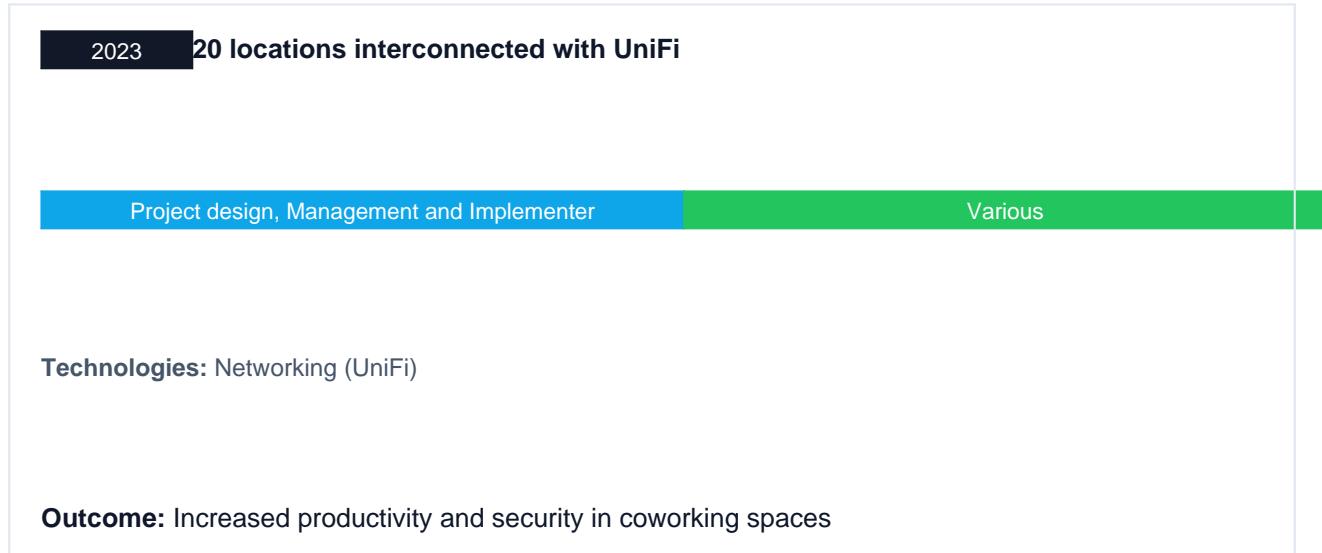
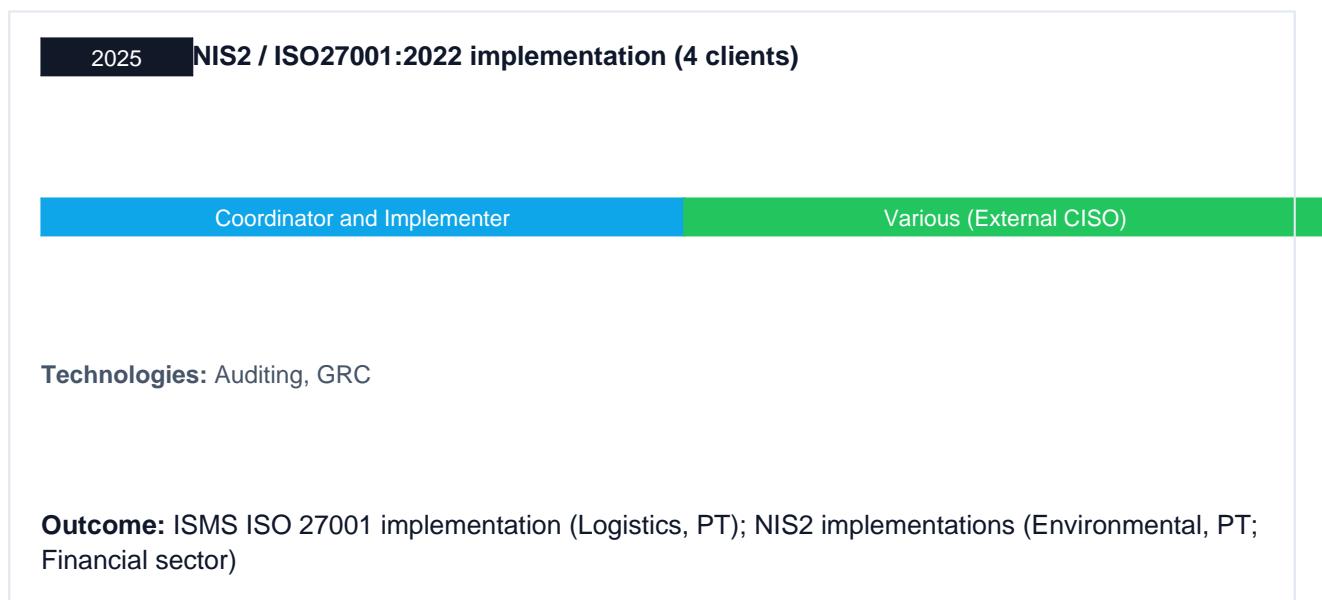


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# Projects (reverse chronological)

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

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



**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 Worry■Free → Panda AD360**

Manager

Industry

**Technologies:** TrendMicro Worry■Free, 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.