

ANDRE CIMIONATTO

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Infra-structure Support Engineer with technical and troubleshooting expertise.
Team player, flexible, reliable and adaptable to dynamic, fast paced environments.

EXPERIENCE

RIGHT SYSTEMS: IT SERVICES SUPPORT ENGINEER

(MAY 2021 – PRESENT) BELLEVUE, WA

- IT Services Support and System Administrator for both MSP and non-MPS clients
- Azure Administration
- Office 365 Administration
- Cloud and On-Prem Infrastructure Administration (Server, Network and Firewall)
- Virtualization (VMWare and Hyper-V)
- Identification and resolution on Citrix Products – XenApp and XenDesktops 6.5/7.6 and later, Citrix Cloud
- OKTA Administration

EVOX - ITAU INTERNATIONAL PRIVATE BANK: INFRA-STRUCTURE SUPPORT ENGINEER.

(NOVEMBER 2017 – MAY 2021 = 3.6 YEARS) FLORIDA, USA

- Identification and resolution on Citrix products - XenApp and XenDesktop 6.5/7.6 and later, Citrix Cloud
- Virtual Apps, Desktops and data administration, using Nutanix Hybrid Cloud
- Technical assistance of medium to large size issues, scope, and /or political complexity for 200+ users on Citrix – Local and remotely
- Patching and software installation
- Managed Cisco Unified Communication system, Unity Voicemail, Jabber and Meraki
- Installed and managed Veritas Backup Exec, monitored process of data backup in accordance with SLA standards, managed on-call rotation to ensure effective storage of backup data and managed restore data requests
- InTune MDM administration
- Managed and provided infra structure and software documentation

- Backup, Printer and File Share server management
- Active Directory and Exchange Administration

LEAR CORPORATION: SUPPORT ANALYST

(APRIL, 2016 TO APRIL, 2017 = 1 YEAR) SAO PAULO, BRAZIL

- Support to C-Level Executives and 300 + users with Windows PC and Mac Computers, Hardware, Software, VOIP, cell Phones, small/medium/large meetings and worldwide live transmissions
- Accurately diagnosed, documented, and resolved hardware, software, mobile device, applications and peripherals
- Managed Arcserve Enterprise Backup, monitored process of data backup in accordance with SLA standards, managed on-call rotation to ensure effective storage of backup data and managed restore data requests
- Provided MDM administration and MDM solutions (Mobile Iron)
- Managed and coordinated financial and budget forecasting related to IT
- Developed and documented IT Disaster Recovery Plan
- Microsoft 360
- Backup, Printer and File Share server management
- Active Directory and Exchange Administration

ZF FRIEDRICHSHAFEN – TRW AUTOMOTIVE: SUPPORT ANALYST

(JAN, 2012 TO APRIL, 2016 = 4.3 YEARS) SAO PAULO, BRAZIL

- Support C-Level Executives and 500 + users with Windows PC, Hardware, Software, VOIP, cell Phones, small/medium/large meetings and worldwide live transmissions
- Installed and managed backup systems such as NetApp and Symantec Backup Exec, monitored process of data backup in accordance with SLA standards, managed on-call rotation to ensure effective storage of backup data and managed restore data requests
- Installed and managed servers and network equipment's such as Windows Server 2008, Windows Server 2012, VMware and Cisco Switches
- Provided technical assistance on Citrix products of medium to large sizes, scope, and /or political complexity for 500 + users – Local and remotely
- Managed the Siemens VOIP system, creation, support and setup of Siemens Gigaset Series phones
- Developed and documented IT Disaster Recovery Plan

METOKOTE CORPORATION: SUPPORT ANALYST

(MAY, 2010 TO JAN, 2012 = 1.7 YEARS) SAO PAULO, BRAZIL

- Support C-Level Executives and 100+ users with Windows PC, Hardware, Software, VOIP, cell Phones,
- Participation in new facilities design and installation projects

- Budgets and Capital Acq. for IT equipment purchasing forecasting
- Responsible for the implementation of new systems developed by the corporation
- Servers, Network and Firewall set-up and maintenance
- Internal Software consultant looking for errors and changes that can help Brazilians facilities to increase production
- Responsible for Cisco VOIP implementation and maintenance

TECNOCOMP: SERVICE DESK ANALYST

(JAN, 2009 TO MAY, 2010 = 1.4 YEARS) SAO PAULO, BRAZIL

- Service desk, ticket categorization and ticket audit
- Servers, network and computers maintenance
- Responsible for all communication between Brazil with other countries, reporting the problems to their respective resolution areas

JOSE MURILIA BOZZA: IT TRAINEE

(JAN, 2007 TO JAN, 2009 = 2 YEARS) SAO PAULO, BRAZIL

- Servers, Network and Computer maintenance
- User Support

EDUCATION

DECEMBER 2012

BACHELOR OF NETWORKING TECHNOLOGY

UNIVERSIDADE DO GRANDE ABC, SAO PAULO, BRAZIL

DECEMBER 2015

MBA IN PROJECT MANAGEMENT

FGV, SAO PAULO, BRAZIL

CERTIFICATES

- MCTS – AZ-900: Microsoft Azure Fundamentals

OTHER COURSES

- MCTS – Windows Server Networking Infrastructure Configuration
- MCTS – Windows Server Active Directory Configuration
- Linux – Server Configuration/Administration

SKILLS

- Cloud
- Virtualization
- VOIP
- Network
- Account Access Management
- Fluent in English & Portuguese