

# Thiago F. de Mello

## *Systems Analyst*

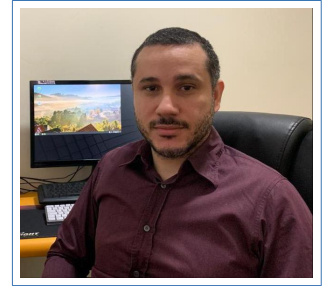
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## Education

2019 - **MBA in Strategic Management of Information Technology**, *Universidade Castelo Branco, UCB.*  
present

2006-2011 **Bachelor of Information Systems**, *Universidade Castelo Branco, UCB.*

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## Certificates

2019 **3CX Certified Engineer V16 certification (EN)**, 3CX.  
Nº ahtf486VpM

2016 **3CX Certified Engineer V14 certification (EN)**, 3CX.  
Nº Vzcpyh8GVv

2014 **Linux Certification**, *Linux Professional Institute.*  
Nº LPI000307884

2009 **Microsoft Certified Professional**, *Microsoft.*  
Nº 6718314

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## Work experience

04/2014 - **System Administrator and Team Manager**, at *FastBits/BigFive*,  
05/2021 Rio de Janeiro, RJ, Brazil.

### Main duties:

- Implement and maintain Virtualization (Hyper-v, VMware, XenServer)
- Maintain physical and virtual Windows and Linux servers
- Keep Security policies and find vulnerabilities
- Implement and maintain Voip Systems
- Implement and monitor network systems with Zabbix
- Implement and maintain on-premises and cloud Backup (Veeam Backup, AWS Storage gateway)
- Implement and maintain Firewall systems (PFSense, Fortigate)
- Implement, maintain, and migrate Mail systems (Zimbra, Exchange)
- Manage and lead projects
- Set individual and team goals
- Work with senior management and other peers for strategy development and execution planning
- Communicate goal results and key performance indicators to direct reports.
- Train and assess technical implementation teams of software: making decisions, strategies, and operational planning
- Monitor performance and conduct evaluations

### Main projects:

- Katrium Chemical industry (Mail migration, Wi-fi implementation with captive portal)
- GPC Part (Implement Virtualization, monitor and maintain Servers)
- JMN (Implement Voi system)
- Dot.Lib (Implement and maintain Cloud Computing on AWS)

04/2009 - **System Administrator**, at *ADDLabs*, Niteroi, RJ, Brazil.  
05/2014

**Main duties:**

- Management e-mail Accounts – MDAemon.
- Management users accounts - Active Directory Users and Computers.
- Servers Maintenance
- Maintenance of physical network
- Responsible for the user's helpdesk
- Servers Maintenance DHCP – DNS – CVS – SVN – FTP
- Responsible for company Backup (Backup Exec in LTO tape)

06/2011 - **Support Analyst**, at *Repsol Sinopec Brasil*, Botafogo, RJ, Brazil.  
08/2012

**Main duties:**

- Computers Maintenance.
- Help in Geoscience systems.
- Linux Workstations Maintenance
- License servers Management
- Create new images for desktops and Workstations
- Computers accounts Management – Windows 2008 Server
- Lead the team
- Help desk in Portuguese, English, and Spanish

## Language Skills

- Portuguese: Mother Tongue.
- English: Advanced.

## Main skills

- Security Needs Assessment
- Network Security
- Monitoring servers Performance (With Zabbix Server)
- Optimizing Servers to work in yours best capacity

- Configure Windows and Linux Servers
- Collaborate with the team
- Data Backup
- Plane Disaster Recovery
- Technical Troubleshooting
- Firewall Management
- Permissions and Access Control
- Server Event Logging
- Hyper-v, VMware and XenServer
- VoIP Systems
- Amazon Web Services
- Virtual Machine Operation
- Infrastructure Planning
- MCSE Certification
- Linux Certification - LPI

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## References

- **Evaristo Quintão - CTIO**  
BigFive  
Rio de Janeiro, RJ, Brazil  
eq@big5.tech
- **Ronald Menezes - Manager**  
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Rio de Janeiro, RJ, Brazil  
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