João Paulo Andrade Pereira

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Summary

Bilingual professional (Portuguese & English), holding a **Bachelor's Degree** in **Information Systems** and a **Specialization course** in **Management and Security in Computer Networks**. Over 12 years of experience in **security management,** implementation of new solutions, and problem solving. Worked previously as **IT Security Analyst** and **Network Technician and Administrator**. Currently studying technologies-based in **Security** and **Cloud Computing.** Experience assisting large and complex geographically distributed enterprise environments with +4000 users and providing support to the structure. Familiar with **3rd level troubleshooting**, use of **Python**, installing and configuring different tools, **monitoring environment** and **incident handling**. Customer oriented, with the ability to prioritize duties with **minimal supervision** in order to meet deadlines. Able to implement innovative approaches, improve results, solve problems, and adapt to new processes. Working on a blue team and interested in Open Source practices. Open to opportunities in the Information Technology area, especially in the security area.

Expertize: Security | Connectivity | Cloud Computing | Troubleshooting | Support & Automate tasks | DevSecOps | Python | Linux | Management

Specialties:
Security Infrastructure - Firewalls: Check Point, Pfsense, IPtables. Proxy: Web Gateway McAfee, Squid. AntiSpam: Email Gateway McAfee, HsC mail Inspector. Anti Malware: McAfee ePO, Symantec. HSM Dinamo**.**
Connectivity Infrastructure - Load Balance A10. Switch and router: HP, Cisco e Huawei
Software - Bind, Apache, Vim, Pycharm, Python 2.x and 3.x, Java, Docker.
Management - Trello, SIEM ArchSight, Zenoos, DevOps.
Operacional Systems - Debian, CentOS, Oracle Linux, Windows Server 2000-2016, macOS.
Vulnerability Assessment: Metasploit, Nmap, Xsser, Zap.

Education

- **Specialization course in Management and Security in Computer Networks |** Centro Universitario Estacio, Brazil I 452 h I March 2013 - October 2014
- **Bachelor Degree in Information Systems |** Anhanguera de Negócios e Tecnologias da Informação University, Brazil I January 2007 - April 2011

Further Education & Certificates
- **General English Language Course** | Oscars International School, Ireland | 375 h | July 2019 - January 2020
- Infraestrutura Agil with practices in DevOps using Docker, Git, Puppet, Ansible, and Jenkins | Cisco CCNA Networks | CCSA - CheckPoint Security Administrator R76 | IPv6 basic with emphasis on services | VMware vSphere: Fast Track [v5.5] | VMware vSphere: Optimize and Scale [v6] | McAfee Email gateway | McAfee EndPoint Protection | McAfee Web Gateway | Microsoft Exchange Server | Extreme Networks NetIron Administration and Configuration | HSM Dinamo | ITIL v3 | Zyxel Certified Hands on | ArcSight Express
- **Online Courses:** Python 3 - Advanced Level | C|EH v10 (EC Council official course) | Linux Essential | Ethical Hacker I AWS Certificates Solutions Architect Associate.

Certifications:
- **CEH Ethical Hacker v10** Credential: ECC3690782415
- **LPI 3 Security** Credential: LPI000244369
- **AWS Security Specialty** Credential**:** FVXB8X3CF2F11M3J
- **AWS Architect Associate** Credential**:** ZVST3BJCLFQE1NW3
- **Microsoft Azure Security Engineer Associate** Credential: H558-5139
- **Microsoft Azure Fundamentals** Credential: H503-2557
- **ISO 27001** Credential: EXN5667716
- **ISO 27002** Credential: EXN5667323
- **ITIL Foundation** Credential: EXN5694511
- **DCTS - Data Center Technical Specialist**

Security Consultant | Match Profiler, Portugal | May 2020 – present
- Vulnerabilities assessment on web applications and systems;
- Review, testing and implement use cases on SIEM;
- Understand the processes of security operation performed at a Bank;
- Documentation theses processes and transfer of knowledge to another team;
- Opening, closing and monitoring tickets;
- Perform tasks of security operation, and monitoring dashboards of mains solutions of security.
  Achievements:
- Improve the visibility of security events;
- Mitigation vulnerabilities found on environment;
- Decrease time spend to perform tasks;
- Improve tasks already documented.

Relocated to Portugal | March 2020

Part time English Student and Part time Customer Services Representative I Oscars International School, Ireland I July 2019 – February 2020
- Improved English level, studying the language on a daily basis.
- Provided professional, friendly, and efficient customer service acting as a Kitchen Porter, exceeding expectations.

Relocated to Ireland | July 2019

IT Security Analyst I Banco de Brasilia - BRB, Brazil I April 2012 - July 2019
- Provided support related to the all security and connectivity infrastructure areas, installing and configuring different solutions such as: Anti Malware, Anti Spam, Firewalls, Switch, Router, SIEM, HSM, Load Balance, DNS, VPN, Vulnerability Scanner, Proxy, Server's Debian, CentOS, Oracle Linux, Red Hat, and Windows Server (2000, 2003, 2008, 2012, and 2016).
- Shaped the integration between solutions using Python as a programming language, including scripts and API's creation.
- Executed 3rd level troubleshooting and tested all the main security solutions of the market - Proof of Concept (POC).
- Responsible for teaching Python and Linux courses for the bank employees and third parties.
- Prospected and implemented new automated solutions and represented the company at technical meetings.
- Worked with multiple teams to solidify automation processes using various scripting technologies.

Participation in Projects:
- As IT Technical Supervisor I was responsible for installing, configuring, and making the necessary integrations for the whole process to automate tasks and participating in meetings with other companies to define standards.
- The objective is to share information about threats among the main organs of Brazil in real time.

Achievements:
- Managed the implementation of the DevOps culture in the bank's security and connectivity team.
- Optimized the resources, improved the market research, and decreased the amount of money spent on different solutions.
- Reduced the number of calls outside working hours by 70% and the overtime costs to the bank as a result of the integration and automation in the environment.
- Increased the level of reliability, integrity, and availability of data and services provided to end customers due to the correct implementation and updating of security solutions.

Network Administrator I Front Eventos, Brazil I May 2010 - April 2012
- Evaluated, recommended, and installed computers, network hardware, peripheral equipment, and software.

- Developed the company's website (using Joomla), provided local support to +30 users, and assisted with network and server issues.
- Oversaw the domain (Windows server 2003) and anti-virus administration, created, and maintained backup and workstations (Hardware and Software) routines.
- Installed and configured printers, Windows, Firewall administration, and structured cabling.

Achievements:
- Increased the security and efficiency in the company's processes, reflecting directly in the employee effectiveness at work.
- Demonstrated excellent troubleshooting and customer service skills to quickly meet the needs.
- Developed department budgets with a combination of best practice options and cost analysis based on business growth and evolving user requirements.

Network Technician I SI Support, Brazil I November 2009 - May 2010
- Maintained and supported the infrastructure of different clients, including anti-virus and domain administration (Windows server 2003), established backup routines, supervised workstations (Hardware and Software) and printers' installation.
- Responsible for firewall administration and Windows and Linux installation and cabling.
- Orchestrated troubleshooting, repair, and implementation of computer and network systems, analysing and fixing network-related problems reported by users, configuring routers and switches.
- Assisted in developing long term strategies and capacity planning for meeting future business technology needs.
- Created and organized guidelines and device lists for all computer and software support for client sites.

Achievements:
- Increased the availability level of tools and solutions for the end user by 30%.
- Accelerated the execution of relevant processes, like the implementation of a centralized server in which users can save different files and have it backed up all at once.
- Performed network and desktop support for 500 users across many different locations, identifying and resolving issues to ensure minimal business disruptions.
- Assisted the different clients, resolving issues in a timely manner and exceeding expectations.

IT Support Technician I Sara Nossa Terra, Brazil I March 2008 - May 2009
- Routinely inspected all supported hardware, identifying potential problems and repairing them.
- Diagnosed and troubleshoot Windows processing problems and applied solutions to increase company efficiency.
- Created, monitored, and tested Backups of critical files and applications using physical and backup tools.
- Provided domain administration (Windows server 2003), installed anti-virus, assisted with different Linux and Mac issues and handled installation and cables.

Achievements:
- Implemented company policies, technical procedures, and standards for preserving the integrity and security of data, reports, and access.
- Achieved high customer service ratings on all resolved trouble tickets.

VOLUNTEERING

Translator - Transifex Project (https://www.transifex.com) I Online I August 2018 - present
- Translated documentation into one the languages I speak - currently registered at Django Framework and BitCoin.

GENERAL SKILLS

- *Language Skills:* Portuguese (Native) | English (Intermediate)
- *Soft Skills*: Strong persuasive skills and ability to influence decision making. Able to take on complex tasks or problems and break it into smaller more manageable pieces. Team worker and responsible. Self-learner and productive.

References Upon Request