Valdir Bezerra de Araújo Júnior

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Summary

Portuguese, English as Fluent Language, and Spanish, German as basic proficiency. Professional with over ten years of experience in Administration and Configuring Virtualization Servers (Hyper-V, VMware, AWS, Azure), configuration and troubleshooting of routers and switches, Services and Monitoring Servers (Zabbix / PRTG), Mail server management (Exchange / Office 365), and Implementation of High-End Storages.
Manage Google Workspace.

Expertise: Active Directory Administration and replication domain controllers, Deployment, and management of Clusters (DAG / SQL / Terminal Server), Project Planning (Infrastructure / Migration), Deploying and managing Citrix virtualization servers and Desktop, VDI, MDM and JAMF.

Familiarity with cloud technologies and services (e.g., AWS, Azure, Google Cloud Platform)
Experience with containerization and orchestration tools (e.g., Docker, Kubernetes)
Knowledge of infrastructure as code (e.g., Terraform, Ansible)

IT Skills

- Virtualization | VMware (VCP) Citrix (CCA) Hyper-V
- Cisco | Routing and Switching (CCNA) Voice (CCNA) Security (CCNA)
- Servers | Exchange 2007/2010 and O365, Windows Server (MCSA 2008,16)
- Firewall | FortiGate (FCNSA), SonicWALL, Checkpoint
- Monitoring | Zabbix / Nagios / PRTG / Wireshark
- Linux | Debian / Redhat / Ubuntu
- SCRUM
- CompTIA Network+
- CompTIA Cloud+
- Cloud (AWS | Azure)
- Docker
- Kubernetes
- Ansible
- Terraform
- Jumpcloud
- JAMF

Education & Training

- **Bachelor's degree in information system technology (NFQ Level 8)** | UniNove, Brazil | 2013 - 2016 (Not Finished)

Further Education & Certificates

- Google Admin Console Training | 2024

- GitHub/Gitlab | 2023
- Hashicorp Terraform, Vault | 2022
- Kubernetes CKA | 2022
- Docker DCA | 2021
- LFCS | 2020
- LPIC-1 | 2020
- CCP-V for Citrix XenServer| 2018
- Hyper V and Server 2016| 2018
- CSM for Scrum Master| 2017
- CCA-V for Citrix XenServer| 2016
- VCP Vmware | 2016
- Fortinet Certified Network Security Administrator | 2015
- Windows Server 2008, Server Administrator | 2015
- Windows Server 2008 Network Infrastructure, Configuring |2014
- Windows Server 2008 Active Directory, Configuring| 2014
- Cisco certified network associate | 2014
- Exchange in Ireland to improve English
- SCCM

<h2 style="text-align:center;color:#2e6bc6;">Experience</h2>

IT Services Manager | Fernride, Germany | 11/2023 – Present

In my current capacity as the IT Services Manager at Fernride, I am tasked with the efficient implementation of JumpCloud and leading the migration from Microsoft to the Google environment. My responsibilities span the management and administration of a diverse array of IT systems and services with MDM.

As an essential member of the team, I leverage my expertise in scripting with Python and Bash to automate and optimize various processes. To ensure the seamless operation of IT systems, I oversee the internal network, manage the Sophos environment, and deliver Docker services for monitoring firewalls and switches.

Additionally, I have implemented robust monitoring systems using Prometheus and Grafana, ensuring real-time insights into infrastructure performance, as well as centralized log management with Graylog to enhance security and troubleshooting efficiency. I also drive automation initiatives through Jenkins, streamlining deployment processes and improving system reliability.

I continuously improve our Ansible automation to manage all on-prem workstations and AWS EC2 instances, ensuring consistency and efficiency across environments. Furthermore, I collaborate with other teams to integrate site-to-site (S2S) connections between AWS and Azure, leveraging Terraform as Infrastructure as Code (IaC) to maintain scalability and infrastructure consistency.

Through my extensive experience and unwavering commitment to excellence, I take pride in playing a pivotal role in advancing the success of Fernride.

Sr System Engineer | Voith, Germany | 06/2022 – 11/2023

As part of my current role at Voith, I am responsible for managing and administering a wide range of IT systems and services. This includes overseeing all HPE servers and Synergy environment, managing OneView to ensure streamlined operations, and providing support and administration for worldwide Citrix applications.

Additionally, I oversee managing SCCM installations, Hyper-V in the EMEA region, IBM storage, Commvault backup

software, and SAN in the EMEA region. As a key member of the Lv3 database team, I contribute my skills in scripting PowerShell and Bash to automate and streamline processes.

To ensure the smooth functioning of IT systems worldwide, I have created scripts to report services and provide support for new projects in Latin America using Azure DevOps. With my extensive experience and dedication to excellence, I am proud to play an integral role in driving the success of Voith Group

VDI Engineer | Milestone/Pinterest, US | 09/2021 – 06/2022

As a key member of the IT team at Pinterest, my role involves providing technical guidance for our VDI engineering efforts and deploying VDI systems around the globe to ensure a highly available and secure platform for our external partners. I pride myself on providing world-class, concierge-level service to partners, ensuring that their experience with our VDI is seamless and efficient.

Collaborating with the IT and Security teams, I drive better security practices across our applications and clients, safeguarding our infrastructure and data. I have also created CI/CD scripts to automate tasks on Chef and Jenkins, streamlining our processes and increasing efficiency.

In my role, I manage Nutanix services and accounts across the globe, participating in IT meetings with engineers in APAC and EMEA to ensure that we are delivering the best possible service. I also provide training for new end-users, enabling them to get the most out of our IT systems and services.

Furthermore, I have created deployment plans for Terraform on AWS and managed AWS VPC, ensuring that our cloud infrastructure is secure and optimally configured. With my dedication to excellence and my extensive technical knowledge, I am proud to contribute to the success of Pinterest.

Sr System Administrator | Voith, Brazil | 02/2020 – 10/2021

- Implementation of PRTG for monitoring more than 2 thousand devices
- Managed Latin America Citrix Applications
- Managed VDI infrastructure on premiss and cloud
- Managed Latin America SCCM installations
- Responsible for managed and implementing Hyper-V on Latin America
- Support on Zscaler proxy WAN for LATAM
- Administrated Storages 3Par for all VDI Hyper-V
- Administrated Software Backup Commvault
- Administrated StoreOnce Storage Mid-Range for Backup
- Part of team Lv2 of Databases (Oracle and SQL)
- Administrated Enclousure HP and all Blades
- Scripting powershell and bash for automated
- Create yaml file to Ansible for infra as code
- Provisioned infra with Teraform
- Managed Contracts HPE
  - Studies of migration On premisses to Cloud Azure
  - Studies Azure hot storage to move backup to cloud
  - Migrated local backups to AWS S3 api commvault

Infrastructure Coord | Norte Cred Business, Brazil | 03/2018 – 01/2020

- Management of PRTG monitoring implementation
- Implementation of Services such as WDS, WSUS, Print
- Management of implementation of backups See VMs and SQL Server database
- Implementation of the GPLI to tickets of support
- Spark and Openfire for implementation of internal communicator
- Migration of Hyper-V virtual machines to Citrix XenServer
- Creation of documentation of the whole infrastructure
- configuration of security plans in the IT park
- Training for internal team of IT
- Creation of productivity reports
- Scrum methodology for project delivery
    - *Achievements:* We improved the performance of the Network
        - Giving more agility to the call center team
        - Improved the ability of professionals to solve problems
        - Brought security to the board with all server documentation and password
        - Updated board of directors on information technology guidelines.
        - Create Vault for passwords
        - Implemented an Azure Cloud

Network Administrator | SR Consulting, Brazil | 11/2017 – 02/2018
- Administrated and configured Citrix XenServer
- Implemented of the PRTG for monitoring the WAN / VMs / Storages.
- Implemented of the GLPI for Tickets for support
- Implemented Openfire for use Spark to communicator
- Implemented a Hyper-V Fail cluster to new office
    - *Achievements: Best management of resources in IT*, boost on productivity of the company using communicator and SLA on tickets of support. Was a short project where we can finish all the required successfully completed.
    - Bring a environment with High available on Hyper-V
    - Move Data to AWS S3 for Engineer host in clients

Network Administrator | Lan Designer, Brazil | 04/2015 – 02/2017
- Worked as Infrastructure team leader Level 3 supporting nationwide
- Developed Clustered Servers (DHCP / SQL), Troubleshooted AD servers 2003/2008
- Administered exchange Server in DAG
- Administrated and configured Cisco CallManager. Implemented Citrix I Project and XenApp Farm Configuration.
- Responsible for VMware / Citrix Migration (XenCenter).
- Implemented of the PRTG for monitoring the Cisco Core Switch IP-SLA and WAN / MPLS / PAP Links. Implemented the Zabbix and Observium for network monitoring.
- Managed Settings and IPS, Web Filter and VPN on Fortigate, Network Topology Documentation,
- Troubleshooted problem with the noc team. Implemented Environments of (Development and Production)
- managed to move to Equinix Data Center, with services of (SLM, Storage, Route MAP (Microsoft), Riverbed for

link optimization) And the security policy in data center environment.
● Configured Links E-line with Data Center Totvs.
    ● *Achievements:* Managed a team of 10 Network Analyst during network migration from Server Exchange to Office 365. The project required 7 months support and it was successfully migrated and implemented with more than 4 thousand mailbox (Currently being considered as Microsoft Success Case)
    ● Managed a file server migration, from Netapp to FreeNas, we saved a lot of money for the company, and with that we improved the performance of files accessed by users. It was 2 months for total movement of 2 TB of information, which was successfully concluded.
    ● Implemented Citrix for virtualization with disaster recovery, migrating from VmWare to Citrix all servers, so we saved money. In this project all the services were with high availability. The project was successfully completed.

Network Analyst III | Consulting Clareza, Brazil | 06/2014 – 01/2015
● Configured the WAN / LAN Network (MPLS with Static Routing). Segmented Cisco Vlans Targeting by sector
● Implemented Nagios Monitors and Alerts. Installed Active Directory Management of the PDC Server.
● Implemented new 2012 server domain controllers, Implemented Hyper-V. Supported Level 3 for the users and clients
● Migrated the backup server from ArcServer to Backup Exec. Structured cabling restructuring for Cat6
● Implemented of spiceworks for inventory of machines and servers.
    o *Achievements:* Managed the cabling project, where the company gained more stability in services. The project lasted 1 month and was completed successfully.
    o Deployed Backup Server because the company was backed up with no data. I set up Backup in LTO and in Storage, In 3 weeks it was completed successfully. 2 months later the company needed one of the data.

Network Analyst II | IPEPO - Paulista Institute of Teaching and Research in Ophthalmology, Brazil| 03/2012 – 04/2014
● Implemented new domain controller forest. Migrated servers windows server 2003 to 2008.
● Implemented Hyper-V and Move Physical to Virtual Server.
● Segmentation with VLANs, Fortinet Firewall Support and Maintenance Exchange Management, Maintenance, Cabling, Wireless, Information Sharing, Internet Detection Detection Stations.
● Relationship with users and needs assessment, Vpn site to site setup, Symantec Endpoint Management Web Platforms – Antivirus
● Support to the area of application development; Last-level support for user support teams; Configuring and maintaining network security. Installation and expansion of the local network;
● To follow the process of purchasing the necessary material for maintenance of the local network together with the SAT (Technical Assistance Sector), guiding the purchase process and maintaining contact with suppliers of equipment and computer materials.
● Guide and assist subnet administrators in installing, extending the subnet; Maintain the local network in operation, making available and optimizing the available computational resources.
● Perform services on major LAN machines such as: disk management, tapes and backups, system parameterization, update of operating system and application versions, application of patches and patches with WSUS.
    o *Achievements:* Implemented VMware virtualization server, making more physical servers available for other projects, saving money.
    o Implementation of ISO 9000 procedures for IT - Conception and idealisation of the new physical network based on the Cisco Managed Switch. The process took 2 months and it was completed successfully; the performance improved a lot like the IT department.

Network Support Technician | SAG Pharmaceuticals, Brazil | 02/2011 – 01/2012

● Perform evaluation, test and maintenance of hardware, software on servers, lines and services of data transmission, installation of networks or remote access points. Based on established instructions and specifications, in order to keep the networks in full operation.
● Provide guidance to users regarding the infrastructure for installation and maintenance of computer networks, clarifying doubts about software and hardware resources and their use.
● Provide, whenever necessary, additional external maintenance services, indicating the problem, following the repairs, thus seeking to contribute to the proper functioning of the existing networks.
● Assist in the organization of files, sending and receiving documents, pertinent to its area of action to ensure the prompt location of data.
  o *Achievements:* Participated in the project of exchanging all the switches, we put manageable switches, the performance of the internal system increased a lot, generating more income for the company, the project took 1 month and it was completed successfully.

Computer Technician | EDEI Notebooks, Brazil | 02/2010 – 11/2010

● Detect and Identify problems with the equipment, testing them, researching and studying solutions and simulating changes in order to ensure the normality of work in all areas of the company To homologate, install and test the equipment acquired by the company, controlling the guarantee term and documentation of the same.
● Assisted the users, providing technical support, subsidizing them with information pertinent to equipment and network, recording and defining priorities in the response to complaints, providing maintenance and guiding in the solutions and / or consultations when necessary in order to restore the normality of services.
● Identified problems in the network, detected defects by providing technical assistance when necessary, assisted in maintenance.
● Responsible for making cables, extensions and other conductors, based on the instruction manuals, creating means to facilitate the use of the equipment.
● Performed control of technical assistance and maintenance in computerized reports to subsidize the management of information maintenance of the progress of services.
● Controlled stock of equipment spare parts. Provided the rotation of the equipment, tried to avoid idleness and optimized the use, according to the needs of users.

Network Specialist (Contractor) | 11/2010 – 01/2019

● *Client:* Prata System | *Project:* Fortigate Implementation - 2 months. *Activities:* Configuration of web filters, a configuration of email filter, application control and VPN.
● *Client:* Prata System | *Project:* Server Exchange Implementation - 1 year. *Activities:* Deploying the new mail server, configuring accounts, configuring local and cloud DNS servers, migrating from Uol server to Exchange 2007. Pointing tests.
● *Client:* Singular | *Project:* Server Implementation - 3 months. *Activities:* Installation of a new authentication server, migration of all hosts, active directory replication on Hyper-V Servers
● *Client:* Dellmare Pescados| *Project:* SonicWall, Hyper-V, HostLocation DataCenter - 5 months. *Activities:* Implemented Sonicwall for web filter and DLP security company. Implemented Citrix for server and services virtualization and XenApp for smartphone vendors. We moved the company's CPD to the Equinix Data Center on a 28-hour journey (we started on Friday and ended on Sunday), created new access routes, and tested and validated all services successfully.

Experience Information

Norte Cred Business, Brazil
- A Reactive and Proactive Loyalty Company who works to retain and retain loyalty to his client requesting consigned loan portability.

Sr Consulting, Brazil
- It's a technology solutions company, which delivers to their customers: increased efficiency, reduce costs, and increased profitability.

Lan Designer, Brazil
- It's a technology solutions company, which delivers to their customers: increased efficiency, reduce costs, and increased profitability.
- which more one thousand employees

Consulting Clareza, Brazil
- It is a company that works for consulting with the government

IPEPO - Paulista Institute of Teaching and Research in Ophthalmology, Brazil
- One of the biggest hospitals in the ophthalmology segment.

SAG Pharmaceuticals, Brazil
- A pharmaceutical group with more than 20 units and 5,000 employees

EDEI Notebooks, Brazil
- A group in the segment of sales of computer supplies. With 500 employees.

Prata System, Brazil
- A property security company, with 1 thousand employees

Singular, Brazil
- One of the best elementary and middle schools in São Paulo

Dellmare Pescados, Brazil
- A company specialized in sales and preparation of seafood, with more than 500 employees, and 10 office spread in Brazil

References Upon Request