

Marcelo Costa

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Summary

Self-learner, passionate for technology and proactive. I am a professional always looking to improve my work methods, solving problems and working to prevent services outages and guarantee a high availability to the systems. I like working in teams, bringing value to the company and always learning and sharing knowledge.

From a technical view, I have 8 years in network and system administrator and 10 years in IT customer support. I am familiar with working on large and small company environments, supporting multiple networks with different sizes and complexity. Experienced in solutions such as Sophos, Sonicwall and Fortinet UTMs, virtualization by Hyper-V and VMWare, and open source tools as Linux Servers (Ubuntu/CentOS), monitoring tools such as Zabbix and some custom shells scripts for backup on Linux servers. I've already worked with Amazon AWS, specially with EC2 instances.

Experience

Infrastructure Analyst

HM Inovação & Tecnologia

Aug 2014 - Present (7 years 9 months +)

Actively acting as Infrastructure Analyst, responsible for configuring and maintaining servers, databases, virtual servers (Linux and Windows), Sophos Firewall, Fortigate Firewall, routers and switches.

Eventually working in IT infrastructure survey and consulting for external customers.

Technical Support Specialist

Grupo Edson Queiroz

Mar 2013 - Aug 2014 (1 year 6 months)

Responsible for the network customer support, network device configuration (such as Cisco switches and routers, F5 Big IP load balancers, HP Switches, Sonicwall UTMs, Fortigate UTMs, Motorola and HP wireless controllers) as well as project deployments.

Information Technology Intern

Grupo Edson Queiroz

Aug 2011 - Feb 2013 (1 year 7 months)

IT intern providing maintenance to hardware and software to internal customers.

Education

Estácio

Redes de Computadores (Computer Network), Information Technology

Jan 2018 - Dec 2020

Licenses & Certifications

 **Sophos Endpoint - 10.3** - Sophos

 **Sophos UTM 9.2** - Sophos

 **Security with Open Source Software** - F13 Technologies

 **TOEFL iBT** - ETS

 **SAP Academy - BASIS - SAP WEB AS** - Ka Solution

 **IT Information Library Foundations Certification (ITIL)** - AXELOS Global Best Practice

Skills

English • Linux • Windows Server • ITIL • Project Management • Linux Server • Active Directory • Microsoft Office • Microsoft SQL Server • SQL