

## Personal Data

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 Date of Birth: August 30, 1983 Mobile: (+48) 518 614 345  
 Nationality: Portuguese Address: Warsaw – Poland



## Professional Experience

### Technical Support Analyst

*Symantec Poland*

*Warsaw, Poland*  
**December 2009 to present**

Technical support for corporate customers of Symantec Endpoint Protection. Dealing with virus outbreaks and identifying malware samples, disaster recovery, writing documentation. Worked with advanced and backline teams on escalated cases. Providing assistance on complex issues including installation, compatibility with other applications, configuration and performance.

### Associate Support Engineer

*HCL Technologies*

*Krakow, Poland*  
**September 2008 - November 2009**

Activities: Technical support for Enterprise customers, up to 100'000 licenses, of Computer Associates threat management suite, including IPS, antivirus/antispysware, content manager for HTTP and SMTP.

### Intern Software Engineer

*Critical Software S.A.*

*Porto, Portugal*  
**February 2008 - June 2008**

Activities: Final Project – thesis dissertation on the topic “Offline Web Applications”

Evaluating several technologies and implementing offline execution for a work order and ticketing web application, using Google Gears.

## Education

**M.Sc. Computer Engineering.** (5 years – Bologna master degree).

*Faculty of Engineering of Porto University (FEUP)*

*Porto, Portugal*  
**September 2003-September 2008**

Project Management, Software Architecture and Development, Networks, Databases, Artificial Intelligence, Computer Graphics and Interfaces. Grade Average: 15 in 20 (3.75 in 5).

**ERASMUS Student interchange**

*University of Žilina*

*Žilina, Slovakia*  
**September 2007-February 2008**

## Technical Skills

**Active Directory**– Windows Server 2003/2008/2008 R2

**Python, Java, C, C#, PHP, C++**, familiar with functional programming languages such as Haskell and Prolog.

**PostgreSQL**, Microsoft SQL Server, MySQL, SQLite.

**Eclipse, Visual Studio .NET**, NetBeans.

**CVS, SVN**. Experience in installation and configuration of several **Wiki** platforms

## Certification

- June 2011**      **Microsoft Certified Technology Specialist** Active Directory Configuration (Exam 70-640)
- February 2011**      **Symantec Technical Specialist** – Endpoint Protection 11 (Exam 250-311)
- December 2010**      **Microsoft Certified Technology Specialist** Network Infrastructure Configuration (Exam 70-642)

## Coursework

- June 2011**      Configuring and troubleshooting Windows Server 2008 Active Directory (5 Days)
- December 2010**      Configuring and troubleshooting a Windows Server 2008 Network Infrastructure (4 days)
- May 2010**      Maintaining a Microsoft SQL Server 2008 Database (4 days)
- December 2009**      Implementing, managing and maintaining Windows Server 2003 (4 days)
- January 2008**      Preparation course for the Cisco CCNA at University of Zilina.
- 2004 and 2006**      Tutor on the “Linux and Networking Introductory Course” for first year students of the Computing Engineering and Electrical Engineering at Faculty of Engineering of Porto University.

## Languages

- Portuguese**      Native language
- English**      Excellent reading and conversational skills. Good writing skills.
- Spanish**      Excellent reading and conversational skills. Good writing skills.
- Polish**      Basic Level

## Other Information

- Volunteer Work**      Volunteer in the stage assistant team of the Traditional Music and Dances Festival “Andanças”.
- Sports**      Was a Kungfu student at She-Si Academy (Porto). Plays football occasionally with friends.
- Board games**      Likes to play strategy board games such as Chess and Go.
- Traveling**      Likes to travel and to meet new cultural environments. Visited Spain, France, England, Netherlands, Germany, Austria, Poland, Check Republic and Slovakia.
- Driving**      Full driving license for automobiles and motorcycles.