Renato Frederick Pitta de Andrade

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Having 18 years of expertise in IT-related activities, solid knowledge of telecom and cellular services, extensive experience in virtualization (VMware, Openstack, Openshift), cloud knowledge, advanced domain of Unix/Linux/BSD, and network monitoring, Foreign language speaker of English and postgraduate degree in IT management

Education

- Postgraduate degree in IT, Pitágoras University, Belo Horizonte, 2009.
- Technologist degree in Network Management. Faculdade Infórium de Tecnologia, Belo Horizonte, 2007.
- Technician degree in Electronics, COLTEC, Belo Horizonte, 1999.
- Further Education: Project Management (Preparation course for the PMP certification, Faculdade Infórium, 2006), Microsoft MCP/MCSA (Preparation course for the Microsoft MCP/MCSA certification, Faculdade Infórium 2007), Cisco CCNA (Preparation course for the Cisco CCNA certification, Faculdade Infórium 2007), FreeBSD System Administrator (Preparation course for the BSDA certification, FreeBSDBrasil Ltda, 2004), TrendMicro certification (Infokeep Informática, 2006).

Work Experience

- **05/2021 – CURRENT – Senior Support Analyst – ITDEMAND LTDA –**Outsourced in Remote Project serving ArcelorMittal's USA Team, migrating part of services from the on-premise datacenter to Cloud (Azure), using Azure Storage for off-site Backup, also using it as a DR option if the plant current suffers some kind of attack. We use servers inside Azure as IaaS and migrate services and databases there as PaaS and SaaS. We also performed the migration of on-premise services from the VMWARE Cluster from the Chicago plant to Shelby, as well as the migration from Current Backup (BackupExec) to Backup AVAMAR, and we also analyzed and improved security policies for machines migrated to Azure by running pen test, checking the status of updates, performing audits and ensuring compliance with the standards that the company must follow (NOX and SOX). Storage Nimble configuration and deployment of ESXi hosts to the new Vcenter environment. Mellanox (HP) switch configuration. Parallel to this project, an improvement in the implementation of remote software was performed, removing Updates via WSUS and GPO and using Ansible + SCCM. I also performed the VPN configuration to connect the Cloud Azure environment to the on-premise. Configuration of VPN profiles in the checkpoint firewall for remote access by employees.

- **10/2020 – 04/2021 – Senior Support Analyst - QUESTRADE INC – Belo Horizonte – MG** Working as Contractor Remotely supporting IT Team in Canada, in a Time defined Project of 3 Months to migrate Email from Exchange to Google Apps, using integration with Azure and Mimecast as antispam for the email service.
Then I was requested for more 3 Months to act as a Remote Support and work with VMWare Cluster Administration, Cisco Firewall, Provisioning of Servers and Updates Using Satellite, Migration of domains to Google Cloud structure, Monitoring of assets using Nagios and SolarWinds, Administration of Hitachi Storage, Survey of Performance of applications and investigation of performance problems, Optimization AD to support sites in different countries and ensure replication of changes, a study of the environment and creation

of projects to improve it, the configuration of backup routines and attendance of tickets from partner companies, respecting the defined SLA.

- **06/2019 – 06/2020 – IT consultant– ITS ALLIANCE LTDA – Belo Horizonte – MG** Working as Contractor, Setup IIS Web platform of clients, as well as APACHE/PHP/TOMCAT/Jakarta WEB Services. Installation and configuration of EMC/IBM Storages, also N2 Support (changing RAID levels, changing faulty disks, updating firmware, and all tasks that the manufacturers ask us to do. Installation, and configuration of Cluster VMWARE, standalone ESXi Hosts, also Hyper-V and XEN/Oracle VM Clusters, or standalone setup. Analysis of incidents and problems, propose action plans, and best practices to mitigate the recurrence of problems, reports to company managers, and constant care of the SLA of our customers. Also, the creation of site-to-site VPN in many devices like FortiGate, SonicWall, Checkpoint, Palo Alto, and PFSENSE. Administration of backup jobs – creating daily jobs for full/incremental/differential jobs, scheduled tests for recovery, using Veeam Software, Data Protector, and Partners Proprietary Cloud Solution. Also, implemented VMware Disaster Recovery Appliance, which allows the company to restore work in another facility, with minimal downtime. Administration of low-end devices SAN, using iSCSI to communicate with VMware, to use it as a cheap backup TIER. Management of Active Directory, creating GPO to comply with partners' requirements, also setup auto install of software, inventory, setup WSUS service to allow servers/workstations auto-update, deploy antivirus at machine boot time and every type of automatic procedure. Administration of Linux/FreeBSD, using a firewall, proxy, and WEB server, Setup and maintenance of ZIMBRA mail suite, allowing the company to have a mail server with a high rate of SLA and minimum downtime. Programing of shell script, python/PHP to decrease the time of repetitive tasks. Migration of exchange/Qmail to Zimbra and Cloud Providers. Monitoring of critical apps using ZABBIX.

- **06/2013 – 06/2019 – IT Specialist III – Beta Consultoria–** Providing various IT Services, serving Internet providers, configuring MPLS, BGP, OSPF links, Information Security Management, OpenStack, IPv6, BGP (v4 and v6), Routing (OSPF and RIP), MetroEthernet, Network Engineering, Cisco and Juniper equipment, Mikrotik. Experience in WAN Technologies such as Frame-Relay, ATM, 3G, PPP, MPLS, and HDLC. Implementation of provider connectivity to PTT-SP using microwave radios. Fiber projects and also Infra services: Creation of VMWare Cluster, the configuration of Various Servers: AD, DNS, File Server, Database Installation, Exchange, Server Migration to Azure Cloud, and also Google Mail.
Creating Domains in Azure and Syncing Domains with AD. VMware Backup using AVAMAR and Also Backup Exec and Veeam. Network consulting, problem diagnosis, and performance improvement analysis with various tools. Execution of Pen Test and report of vulnerabilities and suitability for GDPR.
Migration of various clients to AWS/Azure, from virtual machines in the Cloud and Kubernetes container.

- **03/2008 – 04/2013 – Senior Operation Analyst - Takenet Ltda. – Belo Horizonte/MG** Company's network administration and management monitoring and optimizing network assets and links with tools such as CACTI/NETFLOW; Windows 2003/2008 servers administration and optimization, FreeBSD and Linux for web services on IIS/Apache and SQL 2008 server's management. Cluster administration on VMWARE ESX and Storage IBM/EMC. RAID GROUPS settings, STORAGE GROUPS. Storage via Fiber Channel and VMWARE Multipath Round Robin access redundancy, Switch Fiber Channel mapping out, Storage access by iSCSI, Documents and

routines integration in SharePoint portal and EPM Microsoft - Project Server and Office Server. Firewall policies optimization on OpenBSD (PF) and FREEBSD (IPFW) and linking and access redundancy with partners and internet through BGP and links dedicated using dynamic Cisco routers.

- **03/2003 – 02/2008** - **Technical Support Analyst, Infokeep Informática Ltda. – Belo Horizonte/MG** Administration and implementation of Firewall/Proxy/File Server/Mail based on FreeBSD and Linux, qmail/postfix mail system implementation and integration with the Windows (Exchange) platform and Active Directory. Implantation of Proxy Squid and property tools (ISA Server, Checkpoint) safety policies, GPO/AD policies. Experience with Cisco Routers settings in dedicated and VPN links. Processes development to deliver standardized solutions.

- **03/2000 – 10/2002** – **Technical Support, QA Consulting Ltda. - Belo Horizonte /MG** Deployment Servers Linux, Windows NT/2000 and policies GPO / ISA Server to access services / Wireless Routing, WEBMAIL, MAIL, DNS, WWW. Migration of proprietary solutions for the Linux platform.

Further Activities	- Author of the article "Conflict management: case studies of companies in Information Technology" (2009), which was presented at the 7th CONTECSI at USP in 2010. - Moderator and Administrator of the Discussion List "FUG-BR", related to a general discussion of FreeBSD in Brazil. - Consultant on Internet providers - design network solutions and deploying solutions for +authentication, authorization, and access control. - Participation in courses and meetings for knowledge recycling promoted by nic.br.
Other information	- 39-year-old, single, living in Belo Horizonte, available for moving to another state and working in unusual shifts - All of my academic articles are published at https://frederick.eti.br/Artigos/