

Daniel Vilhena

SYSTEM ADMINISTRATOR | IT INFRASTRUCTURE | NETWORKS | SECURITY

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PROFESSIONAL SUMMARY

System Administrator with 5+ years of enterprise infrastructure experience, covering identity and access management, Microsoft 365, Windows and Linux systems, networking, virtualization, security, application delivery, storage, backup and disaster recovery. Hands-on experience with Active Directory, Microsoft Entra ID, PowerShell and Microsoft Graph automation, Cisco networking, Check Point, F5 BIG-IP, VMware and Hyper-V. Experienced in multi-site environments, complex incident troubleshooting, business-critical services and infrastructure change coordination.

TECHNICAL SKILLS

Identity & Access Management: Active Directory, Microsoft Entra ID, Group Policy (GPO), user lifecycle management, privileged accounts, access control, Microsoft Graph API, MFA administration, authentication methods, security groups, Microsoft 365 groups
Microsoft 365: Microsoft 365 administration, Exchange Online, OneDrive for Business, SharePoint Online, Microsoft Teams, Microsoft Purview, SMTP relay, email administration, PowerShell administration

Windows & Automation: Windows Server, PowerShell, Microsoft Graph PowerShell SDK, scripting, task automation, account provisioning/deprovisioning, administrative automation, troubleshooting

Networking: Cisco IOS/IOS-XE, Cisco ISE, LAN/WLAN, TCP/IP, DNS, DHCP, VLANs, routing and switching, SNMP, VPN, network monitoring, communication circuits, network troubleshooting

Security: Check Point firewalls, VPN, MDM, DLP, IPS, threat prevention, vulnerability management, certificate management, access control, infrastructure security and hardening

Application Delivery: F5 BIG-IP LTM/APM, load balancing, reverse proxies, SSL/TLS certificates, application access and traffic management

Virtualization & Infrastructure: VMware, Hyper-V, physical servers, data centre infrastructure, UPS, generators, cooling/chillers, infrastructure monitoring

Linux & Web Infrastructure: RHEL, Ubuntu, CentOS, Apache, Nginx, LiteSpeed, PHP-FPM, MariaDB/MySQL, BIND DNS, SSH, SFTP/FTP, Postfix, Dovecot, OpenDKIM, SpamAssassin, ClamAV, cron

Storage, Backup & DR: SAN, NAS, server and endpoint backups, disaster recovery, failover planning/testing, backup validation, replica verification, storage management

IT Operations & Governance: PRTG, incident/problem/change management, availability, capacity, SLA, CMDB, IT governance, risk, compliance, ISMS, business continuity, supplier, contract and licence management

Web & Platforms: WordPress, Joomla, PHP, HTML5, CSS, web hosting, DNS/domain administration, website migrations, Microsoft Azure, Microsoft Graph API, PowerShell, Remedy, Kaltura, OSS platforms

PROFESSIONAL EXPERIENCE

System Administrator / IT Infrastructure — Deloitte

Lisbon, Portugal | Dec 2020 – Present

- Operate and support internal IT infrastructure and services for Deloitte Portugal across offices in three countries and different continents.
- Administer enterprise LAN/WLAN services, DNS, certificates and communication circuits, including Cisco IOS/IOS-XE and Cisco ISE environments.
- Operate application delivery infrastructure with F5 BIG-IP LTM/APM, including load balancing, reverse proxy and application access/traffic management.
- Administer Windows and Linux servers, VMware and Hyper-V virtualization, physical hosts, SAN/NAS storage, patching and backup operations.
- Manage Active Directory and Microsoft Entra ID, Group Policy, user and privileged access, account lifecycle processes and access controls.
- Develop and maintain PowerShell and Microsoft Graph automation for account provisioning/deprovisioning and administrative tasks.
- Support Microsoft 365 services including Exchange Online, Teams, OneDrive for Business, SharePoint Online, email infrastructure, SMTP relay and Microsoft Purview.
- Operate infrastructure security controls including Check Point firewalls, VPN, MDM, DLP, threat prevention, IPS, vulnerability and certificate management.
- Create, review and test disaster recovery and failover procedures; validate backups and replicas.
- Handle infrastructure incidents, changes and problems, while maintaining availability, capacity, SLA, CMDB, supplier, contract, licence and governance activities.

Network Administrator — Olisipo / Vodafone Spain ANOC

Lisbon, Portugal | Mar 2019 – Dec 2020

- Monitored and managed Vodafone Spain fixed telecommunications services within the Atlantic Network Operations Center (ANOC).
- Supported fixed network services including switching, fixed voice and television delivery, OSS platforms and access networks.
- Worked with FTTH, xDSL and HFC access technologies and supported operational troubleshooting across network services.
- Managed and troubleshoot Huawei and Cisco network equipment using Remedy, PRTG, Kaltura and OSS operational platforms.

IT Administrator — ADESL

Lisbon, Portugal | Feb 2019 – Present

- Administer computers, switches, servers, routers, user accounts and Active Directory services.
- Implemented cloud backup and integrated Google Workspace with Active Directory.
- Migrated email services to Microsoft 365 and completed a WordPress website migration without disrupting daily operations.

Independent IT Consultant / Systems & Web Administration

Portugal | Oct 2017 – Dec 2019

- Provided workstation, mobile device and server administration, website development and Linux hosting support.
- Administered Apache, Nginx, PHP-FPM, MariaDB/SQL, BIND DNS, SSL/TLS, SSH, FTP, cron and mail infrastructure.
- Managed Postfix, Dovecot, OpenDKIM, SpamAssassin and ClamAV within Linux-based hosting environments.

Earlier IT Support & Web Administration — Utopik Sentinel; Univantagens; Cálculo Principal

Lisbon / Oeiras, Portugal | Jul 2014 – Oct 2017

- Delivered technical support and administration across Windows, Windows Server, Active Directory, SharePoint, IIS, email and backup systems.
- Maintained Joomla, PHP, HTML and CSS websites and supported business applications and infrastructure.
- Provided remote and on-site user support and troubleshooting.

ADDITIONAL EXPERIENCE

- Webmaster — Estadias e Teorias | Aug 2020 – Present
- Webmaster — AEFMH, Associação dos Estudantes da Faculdade de Motricidade Humana | May 2019 – Dec 2020
- Webmaster — AAULL, Associação Académica Universidade Lusíada de Lisboa | Dec 2018 – Dec 2022

EDUCATION

Bachelor's Degree in Computer Engineering — Universidade Lusíada de Lisboa, Lisbon, Portugal | Programme attended from Sep 2016; finalist in source CV.

Sciences and Technologies — Escola Secundária Ferreira Dias, Agualva, Portugal

CERTIFICATIONS

Microsoft Azure Fundamentals (AZ-900) — completed

LANGUAGES

Portuguese — Native | English — C2 | Spanish — C2

ADDITIONAL INFORMATION

Driving licences: AM, A1, B1, B | Volunteer and Team Coordinator — Centro de Apoio ao Sem Abrigo de Lisboa