

# PATRICK CAMILLO

Systems Administrator

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## ABOUT

Experience in IT infrastructure, administration of critical services and automation to optimize processes. I work with technical support, proactive monitoring and preparing technical documentation. I have experience in networks and security, serving clients in the financial, legal, technology, government and accounting sectors. I have advanced English and basic Italian, and I'm looking to continue working in infrastructure, programming and DevOps, improving my knowledge through qualifications and certifications.

## PROFESSIONAL CAREER

### SYSTEMS ADMINISTRATOR

2022 - current | 9Net Tecnologia

- Sustain and improve server infrastructure and on-premises and cloud services
  - Host services in Windows and Linux/Docker; AD, DNS, DHCP, file server, SMTP, NTP, Web (Apache, NGINX, Squid), Samba, IIS; AWS IAM, EC2, Amplify; Azure; Hyper-V, ESXi, Proxmox; Exchange Online, Entra ID; Google Workspace; Backup (rsync, Veeam, Cobian); VoIP (Cisco Call Manager); Wireless controller; Cloudflare; Firewall (SonicWall, Palo Alto); RAID, ZFS and LVM
- Develop scripts and programs for process automation (PowerShell, Python and Shell Script)
- Operate monitoring and reporting tools
  - Zabbix (Templates, triggers, discovery, SLA), PRTG, and Grafana
- Manage customer environments in the financial, services, security, health, and government sectors
  - Routing, switching, and firewall; Netskope, Akamai, and Tanium
- Prepare, manage and update technical documentations
  - IT processes; infrastructure and network components; user life cycle, change control

### SUPPORT ANALYST

2018 - 2022 | TFA Tecnologia

- Windows Server (2008 to 2019), Windows (7 to 10), and Exchange Online management
- Asset management (desktops, notebooks and cell phones)
- Deal with technology suppliers
- Manage customer IT environments in the law, accounting, and technology sectors
- Develop robots for process automation (Python, Selenium, WinAutomation)
- N1 and N2 technical support for end users
- Service and task management using ticketing systems (Jira, TomTicket)
- Carry out employee onboarding and offboarding tasks

## ACADEMIC EDUCATION

### COMPUTER SCIENCE

2020 - 2024 | Faculdades Metropolitanas Unidas | Brazil

## CERTIFICATIONS

### LINUX SPECIALIZATION

2023 | Udemy - Matheus Müller

### INSTALLING AND REPAIRING COMPUTER NETWORKS

2018 | Senac SP