

PATRICK CAMILLO

Systems Administrator



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

IT INFRASTRUCTURE ANALYST

2025 - current | Conversys IT Solutions

- Administration and monitoring of virtual and physical servers, including installation, configuration, maintenance, and troubleshooting
- Support in managing cloud environments (AWS, Azure), focusing on provisioning, configuration, and service management
- Development of solutions for automation of monitoring reports, and other specific needs
- Diagnosis and resolution of incidents with proactive and reactive actions based on monitoring data and heuristic analysis
- Implementation and maintenance of monitoring tools
- Participation in projects involving infrastructure capacity planning and scalability
- Research and evaluation of new technologies and infrastructure solutions
- Administration of Windows Server, Linux systems, and Docker containers
- Activity management using ITSM tools (Softdesk) and GitHub-like issues
- Basic knowledge of IaC and configuration management (Terraform and Ansible)

SYSTEMS ADMINISTRATOR

2022 - 2025 | 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