

Ricardo Manuel Nunes da Silva

SYSTEMS & NETWORK ADMINISTRATOR

✉ ricardo.silva.98@hotmail.com

Professional Summary

Systems & Network Administrator with experience managing LAN/WAN infrastructures, Microsoft 365, Active Directory, Linux, virtualization and private cloud environments. Specialized in the implementation, administration and continuous improvement of technology infrastructures, ensuring availability, security and operational efficiency. Looking to join an organization where I can contribute to larger-scale infrastructure, systems and network projects while continuing to grow technically and professionally.

Technical Skills

Networking	LAN/WAN, Huawei Enterprise, HP Enterprise, VLANs, Trunks, VPN, Check Point, Wi-Fi, SSIDs
Systems	Windows/Linux servers, Microsoft 365, Entra ID, Active Directory, user and permissions management
Infrastructure	Private cloud, Proxmox VE, Hyper-V, Docker, NinjaOne, printing infrastructure, internal platforms
Projects	Lab planning, technical documentation, infrastructure evolution, monitoring and dashboards
Public Procurement	ACIN Gov, technical evaluation, proposal analysis, jury reports and supplier communication

Professional Experience

Instituto Piaget

Almada, Portugal

SYSTEMS & NETWORK ADMINISTRATOR

06/2022 - Present

- Administration of LAN/WAN infrastructure across 8 geographical locations, including planning and execution of national and local network restructuring projects.
- Administration of Huawei and HP network equipment, including switches, Access Points and Huawei Wi-Fi controllers.
- Configuration and management of VLANs, trunks, subnetting, SSIDs, Wi-Fi authentication profiles and remote management services.
- Management of firewall and NAT rules in Check Point, VPN access provisioning and implementation of network segmentation and security policies.
- Administration of Microsoft 365, Entra ID and Active Directory, including users, groups, permissions and licensing.
- Administration of the institutional IT asset fleet, printing infrastructure, Windows/macOS equipment and centralized software management using NinjaOne.
- Implementation and administration of Windows and Linux servers (Ubuntu/Debian), private cloud, Proxmox VE, Hyper-V and Docker-based applications.
- Implementation and administration of business platforms, including ticketing, documentation/wiki, monitoring, dashboards/insights and digital signage.
- Planning of computer, networking and multimedia labs, technical documentation and support for the organization's technology evolution.
- Collaboration in public procurement and funded projects, including technical proposal evaluation, jury reports, ACIN Gov and supplier communication.

Earlier Experience

Instituto Piaget

Almada, Portugal

IT TECHNICIAN

01/2021 - 06/2022

- On-site and remote support for students, faculty and staff across Windows, macOS, Microsoft 365, institutional applications and IT equipment.
- Preparation, installation, maintenance and inventory of desktops, laptops, printers, VoIP phones, video projectors and other IT equipment.
- User administration in Microsoft 365, Azure Active Directory/Entra ID and Active Directory, including accounts, access, permissions and licensing.
- Centralized software management using NinjaOne, including automations and scheduled operations.
- Administration of the printing infrastructure, including network printers, print server, print quotas and Windows/macOS workstation configuration.
- Planning and setup of computer labs, audiovisual systems, video projectors and interactive boards.
- Technical incident management and resolution, ticketing platform administration and support request prioritization.

Inforgénese

Seixal, Portugal

COMPUTER REPAIR TECHNICIAN

10/2018 - 01/2021

- Customer support, repair and assistance for computer equipment, including hardware component replacement and software troubleshooting.
- Data recovery, IT product sales, computer build proposals and technical assistance for partner companies.

Inforgénese

Seixal, Portugal

IT TECHNICIAN INTERN

03/2018 - 07/2018

- Repair and assistance for computer equipment.

Education

Polytechnic Institute of Setúbal

Setúbal, Portugal

HIGHER PROFESSIONAL TECHNICAL COURSE IN COMPUTER NETWORKS AND SYSTEMS

10/2016 - 07/2018

Rumos, Lisbon Training Center

Lisbon, Portugal

CCNA: CISCO NETWORK MANAGEMENT SPECIALIST

11/2019 - 05/2020

Languages & Interests

Languages Portuguese native; English C1

Interests Technology, networking, homelab, Linux, cloud and open-source

Additional Information

Driving Licence Categories B1 and B