

SERGIO PENTEADO

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1472 Rue Rolland, Verdun – Montreal – H4H 2G6
Valid Open Work Permit

SUMMARY:

Over 10 years of experience in the IT field including systems and network administration, data center management (tiers 1 & 2), end-user support, cloud services, contracts and vendors management, small team coordination and planning/controlling budget. Always working with a wide range of technologies, including hardware and software across a large variety of platforms and for several purposes. Extensive experience working in environments that require prompt responses and the ability to deal with quick decision-making.

SKILLS:

- Business and enterprise understanding;
- Leadership and team builder;
- Problem-solving and decision-making oriented;
- Actively communicator;
- Planning, organizing, executing projects and live events;
- Risk assessment, vulnerability, security;
- Viability assessment and financial analysis;

LANGUAGES:

- English (fluent), French (intermediate), Portuguese (native);

ON-GOING TRAININGS:

- Montreal College of Information Technology: *CCNA Cisco Certified Networking Associate* – ICND1 & ICND2 certification program, every Tuesdays and Thursdays from 6pm to 9pm;
- Centre Social d'Aide aux Immigrants: *Français* – niveau intermédiaire, every Mondays and Wednesdays from 6pm to 9pm;

PROFESSIONAL BACKGROUND:

08/2011 – 05/2015

R/GA – Full-service interactive, digital advertising & marketing agency – <https://www.rga.com/>
IT Administrator

- Responsibilities included managing contracts with suppliers (infrastructure, software and hardware), assets and services such as SaaS, PaaS, IaaS, public and private cloud;
- Developed and implemented standards and procedures for the helpdesk, server and network teams based on ITIL best practices;
- Managed the yearly IT budget (up to US\$ 100k);
- Reported to the Global CIO and local executive team;
- Financial IT responsibilities conducted within Sarbanes-Oxley act best practices;
- Responsible for systems administration providing IT technical support to R/GA employees;
- Supported positions for the intake of IT issues and requests, and opened tickets and troubleshooting in the following technologies: PC and Macintosh desktops, laptops, peripherals, software, operating systems, email applications, network connectivity, printing services and mobility devices;

05/2009 – 08/2011

Garage Interactive Marketing – <http://garage.im/>

IT Administrator

- Rebuilt and restructured the data center tier 1 (A/C, HVAC and Security);
- Improved and renegotiated all outsourcing contracts;
- Managed the yearly IT budget (up to US\$ 80k);
- Implemented and developed all IT documents based on best practices of ITIL;
- Responsible for helping and assisting live events with IT necessities;

06/2006 – 05/2009

ISOBAR – <http://www.isobar.com/global/en/>

Desktop Support Team Lead

- Software management and patching;
- Led and managed the support staff of 10 technicians;
- Provided exclusive support to the executive board;
- IT purchasing, asset and outsource contract management;
- Implemented and developed all IT documents based on best practices of ITIL;
- Supported positions for the intake of IT issues and requests, and opened tickets and troubleshooting in the following technologies: PC and Macintosh desktops, laptops, peripherals, software, operating systems, email applications, network connectivity, printing services and mobility devices;

EDUCATIONAL BACKGROUND:

2012

FIAP – Faculdade de Informática e Administração Paulista – São Paulo, Brazil

M.S. Management and Governance of Information Technology

2005

UNIB – Universidade Ibirapuera – São Paulo, Brazil

B.S. Information Technology Management and Planning

CERTIFICATIONS:

Concepts and Network Infrastructure	Nov/05
Linux LPI 101 - Implementation and Administration	Feb/06
Linux LPI 101 - Fundamentals	Feb/06
Linux LPI 102 - Implementation of Network Infrastructure	Mar/06
Linux LPI 102 - Management and Maintenance	Mar/06
Linux Samba	Apr/06
Linux Firewall and Security Tools	May/06
Linux Apache Web Server	Jun/06
ITIL Foundation	Jul/08
2274 - Managing a Microsoft Windows Server 2003 Environment	Aug/08
2275 - Maintaining a Microsoft Windows Server 2003 Environment	Aug/08
6421 - Configuring and Troubleshooting a Windows Server 2008 Network Infrastructure	Oct/08
Data Center Design Awareness	Apr/14

References available upon request.