

## Personal Information

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## Professional Goals

I am looking for a position as IT Consultant, focused on IT services management, datacenter, cloud computing and software licenses, responding solicitations of RFI, RFP, RFQ, representing my employer's commercial interests in the private market and public sector.

This new position should be in a reseller partner company that meets some requirements like, be dynamic and fast when answering clients, flexible taking commercial decisions, well-structured by business process, committed with success of all involved parts and in business expansion.

## Professional Resume

More than eight (08) years of experience in Information Technology field as IT analyst, pre-sales consultant, commercial consultant, and key account management. Most of it in integrators companies of hardware and software which I consolidated my basis on specific and general knowledge, like Microsoft solutions, Symantec, VMware, Dell, EMC and Oracle and other manufacturers.

Active and certified in IT governance, ITSM and information security. I have been using quality standards since 2013 like ITIL framework, PMBOK, COBIT, ISO 20000 and ISO 27002.

I have conducted several studies and provided technical-commercial support, developing pre-projects scenarios for volume license, virtualization solutions, convergent and safe networks, datacenter environment involving DAS/NAS/SAN systems for data on large scale and highly competitive IOPS, backup solutions, high-availability, and failovers, predicting disasters and automatic recovery environment.

## Language skill

- Advanced English - Level 15 (CEFR C1) Regular course – EF Englishlive.
- Intermediate advanced English - (CEFR B1+) – Exchange course - LanguageOn School.
- TOEIC - Test of English for International Communication - Certificate valid until 2018 - Independent User - CEFR Level B2 (L=420, R=380, Total Score=800pts).
- IELTS - International English Language Test System – Certificate valid until 2018 - Independent User - CEFR Level B2 (L= 5.0, R=5.5, W=5.5, S=6.5, Total Score=5.5).

## Academic degree

- Graduated in system and analysis development – Universidade Estácio de Sá.
- Studying Bachelor degree in Information Systems – Universidade Estácio de Sá
- Studying MBA in Project management – Universidade Estácio de Sá

## Official certifications accredited by Exin, Axelos, Microsoft, Furukawa

- IT Management Principles;
- IT Service Management Foundation based on ISO 20000;
- ITIL Foundation - IT Service Management;
- ITIL Intermediate - PPO - Planning, Protection and Optimization;
- ITIL Intermediate - OSA - Operational Support and Analysis;
- ITIL Intermediate - SOA - Service Offerings and Agreements;
- ITIL Intermediate - RCV - Release Control and Validation.
- ITIL Advanced – MALC – Managing Across The Lifecycle
- ISFS Information Security Foundation Based on ISO IEC 27002.
- Integrator Secure Cloud Services
- Cloud Computing Foundation
- Microsoft Certified Professional (MCP);
- Microsoft Certified Technology Specialist (MCTS);
- Microsoft Desktop Support Technician (MCDST);
- Microsoft Certified System Administrator (MCSA);
- Furukawa Data Cabling System (FURUKAWA);
- Fluke Networks Metallic Cable Test (FLUKE/FURUKAWA).

## Professional experience

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**Company:** Lanlink Informatica Ltda.

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**Position:** Private & Public Account Manager

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**Realizations:** I was invited to join Lanlink commercial team in Salvador area, for hunting opportunities in the private market. In six months we brought more than R\$20 million in real opportunities, creating a new pipeline from zero, with clients that were not attended by Lanlink Informatica. Between June and December 2015, we closed some projects calculated at R\$ 600,000. In April I was moved to another position in substitution to another person in the public sector and I assumed his opportunities, from April to December 2016 we won more than R\$ 5 Million in public sector. This volume of opportunities involved big brands like Microsoft, IBM, Cisco, and Service Desk solution provided by Lanlink.

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**Company:** Pronto Express Logística Ltda.

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**Position:** Senior Analyst Infrastructure

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**Realizations:** I was responsible for services control, supplier purchases, hardware and software asset management, software contracts maintenance. Best practices using ISO 20000 and the ITIL framework, integrating the existent quality management system in ISO 9000. I achieved several improvements in security datacenter, controlling servers warranty, creating configuration and change management process. Member of ISO 9001 quality committee, representing IT department and taking controls of management system, following internal and external audits. Some improvements of Microsoft Active Directory security structure, support and routine tasks, standardization, risk mitigation in business continuity environment though backup service, identification and media archiving, routine backup performance. Responsible for implementation of the Servicedesk to attend more than 1.500 users around Brazil's territory, this Servicedesk was used by 45 IT employees from this company in all support levels. We selected incidents, fulfillment of requests, service catalog, and event management as processes. I implemented Symantec endpoint protection software, with 800 assets, taking control of politics, reports, adding new users, custom filters to find issues and risks. Responsible for Arc Server software backup, management scheme and rotation media LTO-5 for 80 servers, preserving those medias safely. Helped level I and II for support team with end users across service desk, about license software, incidents and problems in Microsoft platform, hardware platform and network infrastructure cabling.

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**Company:** Produs - Produtos e Serviços de Informática

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**Position:** Business and brand management

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**Realizations:** Responsible for opportunities exploration in the public and private sector involving the following manufacturers: Dell, Microsoft, Symantec, Oracle, EMC and VMware. Brought the Dell Computers partnership, that provided Produs returns to the market in the hardware segment, with various data storage projects in iSCSI SAN environments and X86 server platform rack / tower. Performed pre-sales, back office, and business advice through pre-design, opportunity mapping, techniques and presentations for competitive products positioning.

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**Company:** SimplifyIT – Comércio e Serviços em Tecnologia da Informação LTDA.

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**Position:** Presales and Infrastructure Analyst

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**Realizations:** I participated in several projects of technological restructuring, some of those clients are from the health sector, like San Rafael Hospital, Portuguese Hospital, Delfin Clinic images, GNC Group and among others. Internally I did the product management, marketing campaign, opportunities monitoring, increase the relationship with Symantec and Microsoft programs working with new products, and I hunted for new opportunities for the sales department.

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**Company:** Allen Recife Serviços e Comércio de Produtos de Informática Ltda.

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**Position:** Presales for brands Microsoft | Dell | Symantec

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**Realizations:** Product management, analysis investments for datacenter projects, stakeholder communications, prospection of opportunities, conduction of follow-up in private and public sector for sales, consulting and services.

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