Sérgio Brandão.

Systems & Infrastructure Administrator

Portugal · Remote (EMEA)

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EXPERIENCE

Laminar Projects

IT Specialist

Apr 2025 - Present

- Administer Microsoft 365, Entra ID and Intune: identity (Conditional Access, MFA, PIM, SSO/SCIM), licensing and device compliance (Autopilot, Win32 packaging).
- Designed and deployed Azure infrastructure from scratch: hub-and-spoke networking and VPN Gateway (P2S with Entra auth, S2S).
- Manage Exchange Online mail flow, DMARC/DKIM/SPF authentication, Defender for Business and phishing triage.
- Develop PowerShell/Graph SDK automations and Jira Service Management workflows via REST APIs; feed Assets/CMDB with scripted pipelines.
- Manage platform tooling as code: Terraform, Cloudflare (DNS, Pages, Zero Trust), GitHub Actions.
- Administer third-party integrations: HiBob, Exclaimer, NordLayer, PandaDoc + Mailgun, Pipedrive, n8n.

IT Administrative Support

Nov 2024 - Apr 2025

- Primary IT contact for 225+ users across Windows, macOS and mobile devices.
- Built the company's Jira Service Management helpdesk from scratch: request types, workflows and automations.
- Created process and troubleshooting documentation in Confluence.

FARO Technologies

End User Computing Specialist

Dec 2023 - Nov 2024

- Delivered advanced support for Windows, macOS, iOS and Android devices to 2,000+ users globally.
- Managed endpoint deployment and security compliance using Microsoft Intune.
- Applied ITIL practices to improve service delivery; maintained EUC documentation.
- Led system-configuration initiatives and assessed new technologies to improve the end-user experience.
- Trained end users on enterprise tools.

Information Technology Specialist

Jul 2022 – Dec 2023

- First point of contact for IT requests across Windows, macOS and peripherals, within SLAs.
- Managed Active Directory provisioning, group policies, onboarding and licensing; maintained asset inventory and on-premises servers.
- Deployed software and updates organisation-wide with Microsoft Endpoint Configuration Manager (SCCM); managed ServiceNow tickets.
- Monitored security with VMware Carbon Black and Cisco AMP/Firewall; configured VPNs and Thycotic privileged access.

SKILLS

Identity	Entra ID · Conditional Access · MFA · PIM · dynamic groups · SSO/SAML · SCIM
Endpoint	Intune (Windows, macOS, iOS, Android) · Autopilot · Win32 packaging · SCCM · Defender for Business
Microsoft 365	Exchange Online (mail flow, DMARC/DKIM/SPF) · SharePoint/OneDrive · Purview DLP
Azure	Hub-and-spoke networking · VPN Gateway (P2S/S2S) · RBAC · VMs
Automation	PowerShell · Microsoft Graph SDK · Power Automate · Exchange/SPO shells · bash/zsh
Development	JavaScript · TypeScript · Node.js
Atlassian	Jira Service Management · Assets/CMDB (AQL) · Confluence · org admin
Platform as code	Terraform · Cloudflare (DNS, Pages, Zero Trust) · GitHub Actions
OS & frameworks	Windows Server/11 · macOS · Linux · ITIL · Zero Trust · GDPR

PERSONAL PROJECTS

AppDater Beta	macOS menu-bar app that updates apps from Homebrew, the App Store, GitHub Releases and Sparkle in one place. TypeScript · React · Node.js · Astro · Cloudflare
Knot Yet knotyet.fashion	Bilingual online shop for my family's crochet brand: made-to-order pieces, video courses and PDF patterns. Next.js · Stripe · Cloudflare
brand.ao this site	Personal site and portfolio with strict security headers, CI checks and automated deploys; DMARC p=reject with DKIM and SPF on the domain. Astro · Cloudflare Workers · GitHub Actions

CERTIFICATIONS

Google IT Support Professional Certificate

Coursera · Mar 2022 – Jan 2023

IT Security 99.7% · Operating Systems 100% · Technical Support 98.8% · System Administration 94.5% · Networking 90.7%

LANGUAGES

Portuguese	C2 · native
English	C2 · bilingual