Hugo Sanchez

📞 **Phone number:** (+351) 933507046

✉️ **E-mail:** hastidiassanchez@gmail.com

in **LinkedIn:** https://www.linkedin.com/in/hugo-alonso-astidias-sánchez

📍 **Address:** Rua Jorge Alexandre Batalha Ferreira N° 12, R/C Direito, Bobadela, 2695-048 Lisboa - (Portugal)

ABOUT ME

I am an Information Technology Engineer with solid experience in the area of technical support, systems and network administration. My main objective is to ensure the stability and efficiency of technological infrastructures, providing exceptional technical support and ensuring the security of systems. My experience ranges from server administration to remote support and cloud application management.

PROFESSIONAL EXPERIENCE

System Administrator

Rhenus Group [05/15/2024 – Current]

City: Lisbon | **Country:** Portugal

- Routing, NAT, DNS, VPN.
- Design of technical solutions for networks / hosting / automation.
- Scripting and/or programmin.
- Systems Administration Microsoft Windows Server, Active Directory, DNS, DHCP, GPO, Backup & Recovery, Exchange Server, MSSQL Server; IIS.
- Office365 administration. Atlassian Jira.
- Linux systems administration.
- Network, server, and process monitoring tools.

Support Specialist

ROOX [21/01/2024 – 14/05/2024]

City: Lisbon | **Country:** Portugal

- Management and continuous relationship of the customer portfolio in order to clarify their technological needs and doubts.
- Installation and maintenance of the customers' computer park.
- Resolution of micro computing difficulties.
- Diagnosing network and system problems.
- User support and infrastructures (Windows, Office, Web Client, Printers, Network Shares, etc.).
- Analysis and problem solving.

Infrastructure and Web Development Leader

Videobase SAS Group [07/12/2019 – 20~/12/2023]

City: Medellín | **Country:** Colombia

- Service administration in Windows Server and Linux.
- System administrator in Windows, Linux and MacOS. HelpDesk, local and remote support.
- Maintenance of computer equipment.
- IT support for end users.
- Administration of voice and data networks (VoIP Issabel).
- Google WorkSpace Console Administration, Google Cloud Platform.

Systems Assistant

Viajes y Viajes SAS [07/04/2019 – 06/12/2019]

City: Medellín | **Country:** Colombia

- On-site and remote technical support.
- Preventive and corrective maintenance of hardware and software.
- Windows Server and Linux administrator.
- Maintenance of computer equipment.
- IT support for end users.
- Email administration (Zimbra).
- VoIP Administration (Elastix).
- Structured wiring.
- Intranet Administrator Web Master, Cpanel, WordPress. • VoIP Administration (Elastix).

Junior Developer

Domina Total Delivery SAS [07/04/2018 – 06/10/2018]

City: Medellín | **Country:** Colombia

- Maintenance and development of PHP applications.
- JavaScript, PostgreSQL. Software testing.
- Web Master.
- Design and execution of functional tests.
- Software testing documentation.
- Administration of web services in Linux (Centos).

Web Developer

Indigos Network [05/01/2016 – 28/02/2018]

City: Mérida | **Country:** Venezuela

- Maintenance and development of PHP applications.
- JavaScript, PostgreSQL.
- Software testing.
- Web Master.
- Administration of web services in Linux (Centos).

Network Analyst

PDVSA [07/09/2012 – 30/12/2016]

City: Mérida | **Country:** Venezuela

- Telecommunications management for sports events in the Stadium Metropolitano de Mérida during the qualifiers of the World Cup FIFA Football.
- Maintenance and development of PHP applications.
- JavaScript, PostgreSQL.
- Software testing. Web Master.
- Administration of web services in Linux (Centos).
- Windows Server and Linux virtualization (Centos, Debian).
- Structured wiring.
- Technical support for Windows, MacOS, Linux, Office 365.
- Web development in WordPress, HTML, CSS.

EDUCATION AND TRAINING

Telecommunications Engineer
UNEFA [01/09/2006 – 18/12/2012]

Straightening: Mérida, Venezuela, Mérida (Venezuela)

Higher University Technician in Computer Science
IUTE [01/07/2001 – 12/12/2005]

Endereço: Ejido, Venezuela, Mérida (Venezuela)

LANGUAGE SKILLS

Mother tongue(s): Spanish

Other language(s):

English
LISTENING A2 READING A2 **WRITING** A2
SPEAKING A2 ORAL INTERACTION A2

Portuguese
LISTENING B1 READING B1 **WRITING** B1
SPEAKING B1 ORAL INTERACTION B1

Levels: A1 and A2: Base user; B1 and B2: Independent user; C1 & C2: Power user

DIGITAL SKILLS

Windows, Linux and Mac / Cloud platform: AWS, GCP etc. / Virtualization technologies, especially Proxmox and Hyper-v / Good knowledge of cpanel / Gsuite / Web Master / Knowledge of VoIP telecommunications systems. / Basic knowledge of MySQL, PostgreSQL / Intermediate mastery of the Wordpress platform / Advanced knowledge of HTML and CSS programming / Knowledge of Structured Cabling. / Technical Course Informatica Systems / Computer support (hardware and software) / Support Remote / Network Technical Support / Computer Equipment Maintenance / Computer Support to End Users / Troubleshooting / Computer Support (hardware and software) / Telecommunications Management for Sports Events / Microsoft Office / Microsoft Office 365