João Carlos Peixoto Mendonça Moreira

Systems Administrator | Microsoft Infrastructure & Cybersecurity

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Location: Paredes, Portugal

PROFESSIONAL SUMMARY

IT professional with over 30 years of experience in systems administration, Microsoft infrastructure and software development. Career built in demanding environments — a government datacenter, a school network of around 2,400 users and, currently, as a NATO (NCIA) contractor at Sigonella Air Base — with a focus on the security, stability and availability of systems. I combine deep technical expertise (Windows Server, Active Directory, Exchange, virtualization, networking and PowerShell automation) with clear communication, teamwork and high-quality end-user support.

TECHNICAL SKILLS

Systems & infrastructure	Windows Server 2008–2025 (Essentials to Datacenter), Active Directory, Exchange Server, Microsoft Forefront Identity Manager, Office 365, Hyper-V, VMM, VMware, Linux
Networking & security	Firewalls, routers, Cisco and HP switches, wireless networks, backup systems, network security, GDPR, security operations (SC-200)
Automation & programming	PowerShell, batch scripting, C#/.NET, Visual Basic, Visual C++ (Visual Studio 4 to 2019), Visual Studio Code, PHP, CSS
Databases & BI	Microsoft SQL Server, MySQL, SQLite, Firebase, Microsoft Access, Power BI, Power Query
Service management	Ticketing, SLA compliance, root cause analysis, performance monitoring, technical documentation
Electronics & IoT	Arduino, ESP32, Raspberry Pi

PROFESSIONAL EXPERIENCE

IS Administrator (IWC) Dec 2025 – present
Vector Synergy (NATO Contractor) | NCIA – NATO, Sigonella Air Base, Italy

- Ensure incidents and service requests are resolved within the response times defined in the SLA.
- Reduce recurring technical issues through effective troubleshooting and root cause analysis.
- Maintain and improve system stability through proactive administration and maintenance, minimizing downtime.
- Keep accurate, up-to-date documentation of system configurations and incidents.
- Produce reports and actionable proposals to improve service delivery.
- Support the Technical Coordination Officer (TCO) with data-driven insights and operational recommendations.

Systems Administrator (on-site at client R.N.S.I. / M.A.I.) Oct 2021 – Nov 2025
A2IT Tecnologia | Technology & outsourcing

- Installed, configured and maintained hardware and operating systems in a datacenter environment.
- Administered Windows Server (2008 to 2022), Microsoft Forefront Identity Manager and Exchange; managed Office 365.
- Managed virtualized environments on Hyper-V and VMware.
- Automated administrative tasks with PowerShell and batch scripting.
- Troubleshot Microsoft systems and handled requests through ticketing.

Systems Administrator & ICT Trainer Nov 2009 – Apr 2021
Externato de Vila Meã – Sociedade de Ensino Central Vilameanense | Primary, secondary and vocational education

- Administered a network of about 2,400 users across 8 departments: servers, Cisco and HP switches, wireless network and firewalls.
- Maintained Windows Server 2012 and 2016 and Windows XP to 10 workstations; configured the telephone network and IPBRICK servers.

- Developed applications in Visual Studio with MS SQL, MySQL and SQLite databases.
- Supported the administrative, quality, management and accounting departments; maintained the student management software (Truncatura and Inovar+).
- Taught ICT and Digital Systems in vocational education programmes.

Systems Analyst-Programmer & Systems Administrator Jul 2000 – Nov 2009
Self-employed | Systems analysis and programming

- Developed custom software for businesses.
- Set up, configured, supervised and maintained computer networks.
- Subcontracted by the legal department of AXA Portugal as programmer and systems administrator.

Analyst / Programmer May 1989 – Oct 1999
Edições ASA, S.A. | Printing and publishing

- Analysed and developed bespoke applications in Visual Studio 6, dBase, Clipper, MS SQL and MySQL.
- Maintained and configured operating systems, applications and networks.

Earlier experience (administrative and commercial roles)
1982 – 1989

1988–1989 **Bragit, S.A.** – Senior Clerk (accounting, treasury, import/export)
1987–1988 **António Jorge, Confeções Bela Vista** – Senior Clerk (accounting, treasury and payroll)
1982–1987 **Sportswear Textiles, London** – Warehouse supervisor, later salesperson (customers, stock, purchasing from suppliers)

IT CERTIFICATIONS & TRAINING

Microsoft & security

03/2025 SC-200 Microsoft Security Operations Analyst (36h)
07/2025 SC-5006 Describe Microsoft Copilot Agents
02/2025 Windows Server 2025 (25h)
12/2023 Active Cybersecurity, UFCD 9196 (50h)
08/2023 Windows Vital Signs, Part 1 (Microsoft)
05/2023 Workshop Plus Remote: Windows PowerShell Foundation Skills (Microsoft)
01/2023 Workshop Plus Remote: Windows Client – Supporting and Troubleshooting (Microsoft)
11/2022 Windows Server 2022 and Azure Hybrid Features (Microsoft)
10/2022 Windows Server: Installation and Configuration (50h)
2019 General Data Protection Regulation – GDPR (DLC); Cyber-Safe Citizen

Networking, programming, data and other areas

07/2025 Scripting (MOD 9982, 25h); Web Servers (MOD 0840/0841, 100h)
08/2024 Artificial Intelligence (26h); Artificial Intelligence, Cinel (18h, 07/2023)
06/2024 Web Page Development, UFCD 9392 (25h)
12/2022 Power BI: Dashboard in a Day (BI4ALL, Microsoft partner); Dashboards and Power Query (40h, 03/2023)
11/2022 Git: Version Control System (25h)
03–05/2022 Networks: Installation and Configuration (UFCD 0826) and Network Protocols on Linux (UFCD 0828), 100h – Cinel
2022 Algorithms and Introduction to Python (25h); Database Development – Power BI (25h)
2012–2021 Adobe InDesign, Digital Communication, Remote Working, Web Accessibility, Event Management

EDUCATION

1989–1991	Bachelor's degree in Solicitoria (legal practice), Câmara dos Solicitadores (Norte)
2010	Initial Pedagogical Training for Trainers, Orientaris (certificate EDF 3082/2008)
2013	English Language: Design and Promotion (50h), Centro Luso Italiano de Conservação e Restauro
2000	Employment and Vocational Training, Instituto do Emprego e Formação Profissional
1983–1985	English as a second language, Oxford House College, London
1982/83	Upper secondary education (12th grade), Escola Secundária de Penafiel

LANGUAGES

Portuguese: native language

Language	Reading	Writing	Speaking
English	Excellent	Excellent	Excellent
French	Fair	Basic	Basic
Italian	Basic	Basic	Basic

ADDITIONAL INFORMATION

Security clearances:

- NATO SECRET (2024)
- NATO SECRET UE (2024)
- NATO COSMIC TOP SECRET (2025)

Community activities: Board member of the Parents' Associations of EB2/3 School of Paredes (2004–2006, also representative on the Pedagogical Council) and Paredes Secondary School (2006–2008); Scout leader, Scout Group 519 of Paredes.

Driving licence: Category B (light vehicles)