

João Victor Fabijaki dos Santos

Cloud Analyst | Cybersecurity Specialist | Software Engineering Student

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Location: Joinville, SC, Brazil (Open to International Opportunities)

Professional Summary

Dedicated and results-driven IT professional with a strong background in Cloud Administration (Azure), Cybersecurity, and Infrastructure Monitoring. Currently pursuing a degree in Software Engineering with extensive experience in NOC operations, observability, and incident automation. Proven ability to design hybrid monitoring architectures and implement security policies across diverse environments. Bilingual (C1 Advanced English) with international experience in the USA.

Professional Experience

SGA TI em Nuvem | Cloud Analyst - NOC

February 2025 – Present

Cloud Management (Azure) & Monitoring

- Administer and optimize Azure environments (IaaS/PaaS), ensuring high availability and cost efficiency.
- Design hybrid monitoring architectures integrating Azure Monitor, Zabbix, and Datadog.
- Conduct periodic cloud resource reviews for right-sizing and risk mitigation.

Observability & Visualization

- Centralize Azure metrics and logs into unified Grafana dashboards (Single Pane of Glass).
- Define health and performance KPIs using Microsoft 365 ecosystem tools.
- Create proactive alerting rules in Datadog to anticipate cloud service degradation.

Incident Automation & ITSM

- Automate Azure alert flows integrated with MoveDesk for agile ticket creation.

- Develop integrations to accelerate incident diagnosis and reduce MTTR (Mean Time to Repair).
- Implement automation scripts for self-healing and operational routine execution.

Governance & Documentation

- Document Azure architectures, runbooks, and technical processes in Confluence.
- Prepare executive reports on cloud health, capacity planning, and actionable insights.
- Collaborate with Infrastructure and Security teams to ensure alignment with Azure best practices.

Microtech Informatica | Security Analyst (L2)

February 2024 – December 2024

Active Directory (AD)

- Managed users, groups, and Group Policy Objects (GPOs).
- Resolved complex AD-related issues and implemented security policies.

Windows Server Administration

- Administered and maintained Windows servers, managing DHCP, DNS, and File Services.

Microsoft 365

- Managed user accounts, licenses, and the Microsoft 365 Admin Center.
- Provided high-level support for Office 365 applications.

Level 2 Help Desk & Monitoring

- Handled complex incidents and provided end-user hardware/software support.
- Utilized Tiflux for ticket management and Atera for RMM (Remote Monitoring and Management).
- Developed monitoring scripts and implemented preventive NOC policies.

Security & Networking

- Configured Bitdefender for threat protection and deployed PfSense firewalls.
- Maintained secure remote access via OpenVPN.

Contego Security | Information Security Intern

September 2023 – January 2024

- **Zabbix:** Monitored triggers, integrated with Zoho/Wazuh, and configured Linux agents and dashboards.

- **Sophos:** Provided L3 support for VPNs, managed firewall rules, and conducted phishing simulations.
- **Acronis:** Managed backups, workload licenses, and protection plans; installed and monitored agents.
- **Microsoft 365/Azure:** Account management and Azure group configuration.

A1Hub | IT Intern

May 2023 – September 2023

- Provided comprehensive hardware and software support, including server management.
- Managed structured cabling and hardware inventory.
- Delivered on-site, remote, and phone technical support with a focus on printing environments.

Education

- **B.S. in Software Engineering** | Catholic University of Paraná (PUCPR)
August 2024 – Expected December 2028
- **IT Technician** | Escola Técnica Tupy (Joinville - SC)
Completed July 2023

Certifications

- **Firewall Pfsense v2025** | Udemy (19.5H - 2024)
- **Endpoint and Server Engineer** | Sophos (8H - 2023)
- **Network Management and Defense** | Cisco (27H - 2023)
- **Basic Cybersecurity** | Cisco (15H - 2023)

Skills

- **Languages:** English (C1 Advanced - High fluency in speaking, reading, and writing); Portuguese (Native).
- **Cloud & Infrastructure:** Azure (IaaS/PaaS), Windows Server, Linux, Active Directory, GPO.
- **Security:** PfSense, Sophos, Bitdefender, VPN (OpenVPN), Cybersecurity Defense.
- **Monitoring & Observability:** Zabbix, Datadog, Grafana, Azure Monitor.
- **Tools:** Microsoft 365, MoveDesk, Tiflux, Atera, Confluence, Acronis.
- **Programming & Hardware:** C#, Arduino, Robotics.

Additional Information

- **International Experience:** Lived in Houston, Texas (USA) between 2018-2019 for cultural and language immersion. Returned in late 2022 and 2025 for advanced vocabulary enhancement.
- **Volunteering:** Approved for the 40th Operational Volunteer Firefighter Training Course in Joinville (2023).
- **Projects:** Developed a custom controller using Arduino for Transteiner; Created a game in C# during technical school (self-taught language).
- **Soft Skills:** Strong communication, fast learner, highly adaptable to new technologies and challenging environments.