

João Victor Fabijaki dos Santos

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SUMMARY

Cloud and Security professional with hands-on experience in Azure administration (IaaS/PaaS), NOC operations, and infrastructure monitoring using Zabbix, Datadog, and Grafana. Skilled in firewall management, incident automation, and ITSM workflows. Currently pursuing a Software Engineering degree. Fluent in Portuguese and advanced English (C1), with experience living in the United States.

PROFESSIONAL EXPERIENCE

SGA Cloud IT

Feb 2025 – Present

Cloud Analyst – NOC

- Administer and optimize Azure environments (IaaS/PaaS), ensuring high availability and cost efficiency.
- Design hybrid monitoring architectures integrating Azure Monitor, Zabbix, and Datadog.
- Centralize metrics and logs into unified Grafana dashboards (Single Pane of Glass).
- Create proactive alerting rules in Datadog to anticipate cloud service degradations.
- Automate alert workflows integrated with MoveDesk and develop self-healing scripts to reduce MTTR.
- Document Azure architectures, runbooks, and technical processes in Confluence.

Microtech Informática

Feb 2024 – Dec 2024

L1 Security Analyst

- Managed Active Directory: user/group administration and Group Policy (GPO) creation.
- Administered Windows Server environments including DHCP, DNS, and File Services.
- Managed Microsoft 365 accounts, licenses, and admin panel.
- Handled complex L2 incidents with full documentation of solutions and procedures.
- Monitored endpoints and created automation scripts via Atera; managed tickets in Tiflux.
- Deployed pfSense firewalls, configured OpenVPN tunnels, and managed Bitdefender endpoint protection.

Contego Security

Sep 2023 – Jan 2024

Information Security Intern

- Zabbix: monitoring, trigger management, integration with Zoho and Wazuh, agent deployment on Linux servers.
- Sophos: L3 VPN configuration, firewall rule creation, and phishing attack simulations.
- Acronis: backup management, workload licensing, and protection plan creation.
- Microsoft 365: account provisioning, license management, and Azure group configuration.

A1Hub

May 2023 – Sep 2023

IT Intern

- Provided hardware and software technical support, including troubleshooting and diagnostics.
- Maintained structured cabling and managed equipment inventory.
- Delivered on-site, remote, and phone support with focus on print environments and device management.

EDUCATION

Pontifical Catholic University of Paraná (PUCPR) <i>B.Sc. in Software Engineering</i>	<i>Aug 2024 – Dec 2028 (In Progress)</i>
Escola Técnica Tupy <i>Technical Diploma in Information Technology</i>	<i>2022 – Jul 2023 (Completed)</i>

CERTIFICATIONS

pfSense Firewall v2025 <i>Udemy – 19.5h</i>	<i>Aug 2024</i>
Network Management and Defense <i>Cisco – 27h</i>	<i>Dec 2023</i>
Endpoint and Server – Engineer <i>Sophos – 8h</i>	<i>Nov 2023</i>
Introduction to Cybersecurity <i>Cisco – 15h</i>	<i>Mar 2023</i>

SKILLS

Cloud & Monitoring: Azure (IaaS/PaaS), Azure Monitor, Zabbix, Datadog, Grafana.
Security: pfSense, Sophos, Bitdefender, OpenVPN, Wazuh, Acronis.
Infrastructure: Windows Server, Active Directory, GPO, DHCP, DNS, Microsoft 365.
Automation & ITSM: Scripting, MoveDesk, Tiflux, Atera, Confluence.

LANGUAGES

Portuguese (*Native*): Full professional proficiency.
English (*C1 – Advanced*): Strong speaking, reading, and writing skills. Lived in Houston, TX (2018–2019) and returned to the US in 2022, 2024 and 2025.