

JOÃO GASPAR

IT SUPPORT TECHNICIAN/ADMINISTRATOR

CONTACT

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PROFESSIONAL SUMMARY

Worked in IT infrastructure, systems/network administration, cybersecurity, and task automation within a corporate environment, with 2 years of experience.

CORE COMPETENCES

- Active Directory & Windows Server
- Firewall & Security
- VPN
- Automation
- Monitoring
- Cybersecurity
- Virtualization

TECHNICAL SKILLS

Systems & Servers: Windows Server, Active Directory, Linux (Debian, KDE Plasma)
Networking: Enterprise Networking, VLANs, DHCP, VPN (Tailscale, WireGuard, ZeroTier)
Security & Firewall: OPNsense, FortiGate, WatchGuard
Monitoring: Zabbix, LibreNMS (com plugins personalizados), SNMP
Virtualization: Proxmox VE Scripting
Automation: PowerShell, Python
Web: Cloudflare Pages, GitHub Actions, HTML/JS
Tools: GParted, Flatpak/Flathub, VS Code

PROFESSIONAL EXPERIENCE

Computer and Network Management Technician — Torre Confecções, SA | Feb 2025 – Sep 2026

Responsible for network infrastructure, systems administration, and monitoring, within the IT department:

- Administered Active Directory and Windows Server for 80+ users/workstations, including GPOs and permissions.
- Implemented and managed LibreNMS monitoring across 270+ network devices and 50+ VoIP equipment.
- Built custom LibreNMS dashboards (contacts, UPS status, equipment inventory, ticketing, switch tables, interactive room map).
- Developed a Python GUI tool aggregating multiple PowerShell scripts, cutting workstation diagnostic and setup time.
- Implemented system imaging for faster workstation deployment.
- Configured and managed WatchGuard firewalls, including network segmentation and access control.
- Configured SNMP monitoring on Huawei network equipment.
- Deployed a Jenkins server with secure remote access via Tailscale VPN.

Tools : Active Directory, Windows Server, LibreNMS, WatchGuard, PowerShell, Python

IT Technician– Level 5 Curricular Internship — SuporteDreams | Apr 2022 – Jun 2022

Curricular internship in user technical support and basic network administration.

- Provided technical support, including computer and Windows system setup.
- Diagnosed and resolved hardware and software issues.
- Performed basic network and equipment administration.

Tools : Windows OS, hardware diagnostics, basic networking, printers/peripherals

IT Technician – Level 4 Curricular Internship — ClickMed.pt | Jan 2021 – Mar 2021

Technical support and equipment maintenance role.

- Provided technical support and installation/configuration of IT equipment.
- Performed preventive and corrective maintenance on systems.
- Assisted users in resolving technical issues.

Tools : Windows OS, hardware diagnostics, basic networking, printers/peripherals

EDUCATION

Polytechnic University of Guarda | 2023 – 2025

CTesp Cybersecurity

EnsiGuarda, Professional School of Guarda | 2019 – 2022

Computer and Network Management Technician

CERTIFICATIONS

cPanel & WHM System Administrator I & II / Professional | 2026

Cpanel

Linux Essentials | 2026

Cisco Networking Academy

FortiGate/Enterprise Firewall/FortiManager Administrator | 2026

Fortinet

Junior Cybersecurity Analyst Track | 2025

Cisco Netacad

A Complete Course Windows Server Admin | 2025

Packt

Google IT Support Professional Certificate | 2025

Google (Coursera)

Microsoft IT Support Specialist | 2025

Microsoft (Coursera)

Advanced Cybersecurity Training | 2024

C-ACADEMY

LANGUAGES

Portuguese – Native

English – B1