

Daniel Maia

IT Consultant, Web Developer and BSc (Hons) Computer Science Graduating Summer 2020

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Personal Profile

Seeking a relevant position with an opportunity to operate in a challenging, inspiring and rewarding manner. A highly motivated and versatile individual with excellent organisational skills acquired through varied work experiences combined with good verbal and writing communication skills.

Ambitious and goal driven with a clear vision to succeed. A broad thinker with creative thought processing merged with an imaginative problem-solving ability. Able to assess workloads and prioritise accordingly.

Core Skills Summary

- Design and Implement Solution Architectures
- Project and Delivery Methodologies
- Manage 1st to 3rd Line support
- Windows 7, Vista, 10 and MacOS Installation
- Atlassian Jira & Confluence
- Basic usage of docker
- HTML, CSS, PHP, MySQL, JavaScript, Java8 and Python
- Full Microsoft Stack
- Networking (TCP/IP, VLAN's, PPTP)
- Active Directory (AD) & Security
- Understanding of PowerShell with O365.
- Understanding Linux command line
- WordPress, Laravel, Bootstrap and jQuery

Employment History

February 2017 - July 2017 *City of Sydney Council - Contractor* *Australia – Sydney*

Windows 10 & Office 365 Deployment

- Monitored System Centre Configuration Manager (SCCM) deployments of Windows 10 upgrades 300+ machines per week.
- Resolved tenancy technical issues and monitored Office 365 systems.
- Participated in gathering and data analysis of business requirements for software capabilities.
- Analysis of System Centre Configuration Manager (SCCM) packages were properly installed on the machines.
- Automated and executed Office 365 procedures utilizing Windows PowerShell.

December 2016 – February 2017 *AMP Bank – Contractor* *Australia – Sydney*

Office 365 Deployment

- Participated in the gathering and analysis of business requirements for software capabilities.
- Provided technical guidance for migration, configuration and deployment of Skype for Business.
- Suggested and implemented latest technologies and software solutions.
- Automated and executed Office 365 procedures utilizing Windows PowerShell.
- Resolved tenancy technical issues and monitored Office 365 systems.

August 2014 - November 2016 *Syntec Systems Ltd* *United Kingdom – Corby*

IT Support Specialist

- Developed in-depth designs and proposals for customers based on the outcome of workshops which resulted in greenfield implementations and migration to current technologies (Windows Server 2012, Exchange, Lync EV, Office 365, SQL); Virtualisation (Hyper-V, VMWare).
- Designed a hybrid cloud solution with single sign on and federation across multiple vendors.
- Attended customer meetings to document detailed requirements and scoped appropriate solutions in line with their business requirements, technical limitations, and available budget.
- Handheld communications between the processes between technology, operations and sales departments to ensure successful service delivery efficiencies and customer support quality.
- Provided technology demos and white boarding to support the sales team both remotely and onsite.
- Managed service desk operation and support agreements across 40+ clients and ensured service level agreements were met.
- Provided technical consultation to clients on Microsoft, VMWare, network and perimeter security solutions.
- Designed and deployed complete infrastructure solution with Microsoft SBS 03-12 for small, medium and large size clients.
- Designed, upgraded, deployed, and tested perimeter security solutions, email archiving, message hygiene

solutions (Symantec, McAfee, Sophos, GFI Max Mail, Avira).

Completed Projects:

- Base Group - A large data sensitive company, specialising in the development of composite materials for formula one teams such as McLaren, Mercedes, Lotus and Redbull. A 3-month project which consisted of the deployment of 3 virtual servers, a new fibre connection across 3 buildings, site to site VPN and installation of 30+ new machines. Security measures were also put in place to limit users from accessing specific folders by configuring Active Directory (AD) to allow or deny authorised access. Configuration of a terminal server was also implemented to allow users access to the office network from any location.
- JMJ Bulk Packaging - Office 365 migration from a Local Exchange 2010, virtual servers installed, new router installed and reconfiguration of VPN's.

February 2011 - August 2014

Better-IT Ltd

United Kingdom – Leicester

IT Support Specialist / Web Developer

- Designed and built infrastructure solutions across the following technologies
 - Microsoft Office 365
 - Microsoft Active Directory Federation Services (ADFS)
 - Infrastructure Monitoring Solution (PRTG System Monitoring)
 - Microsoft Exchange and Salesforce Integration
- Developed websites using different technologies such as WordPress, also used frameworks such as Laravel and CodeIgniter. There were occasions where clients specifically wanted the website created from scratch with handwritten code.
- Led and managed projects relating to both network infrastructure and new Websites implementation.
- Managed service desk operation and support agreements across 40+ clients and ensured SLA's were met.
- Designed and deployed complete infrastructure solution with Microsoft SBS 03-11 for small to medium size clients.

Completed Projects:

- Fischer Future Heat - Developed a unique modern website for a heating company, a proud sponsor of Leicester City Football Club. This was a 2-month project which included a whole revamp of the design of the website and implementation. Search Engine Optimisation (SEO) was also implemented which the client spent over £1000 a week to attract all the possible clients across the country.
- Bulletin PR – A two day project in moving their existing network infrastructure from the old office to their new one. A reconfiguration of their network which included the routers, external IP addresses and VPN's and set up for their new office. Their website was additionally moved from their self-hosted server to a hosting provider.
- The Big Wheel - A overhaul of the website which included a survey for clients and visitors. The website attracted over 1000 visitors a day from across the world.

Education and Qualifications

De Montfort University, Leicester

BSc (Hons) in Computer Science, Graduating Summer of 2020

First Year – 70%

Second Year – 91%

Final Year predicted First-Class Honours with 90% or over

De Montfort University, Leicester

Microsoft Technology Associate

Exam 98-381 Microsoft Certification, Introduction to Programming Using Python

Completed 2019

Loughborough College, Loughborough

BTEC Level 3 in Professional Competence for IT and Telecoms Professionals

Graduated in 2013

Lodge Park Technology College, Corby, Northamptonshire

A-Level's A* - B in Travel & Tourism and Business

Graduated in 2010

Interests

Sports, Aerospace, Technology Innovation, Artificial Intelligence Research and Personal Technology Blogging.