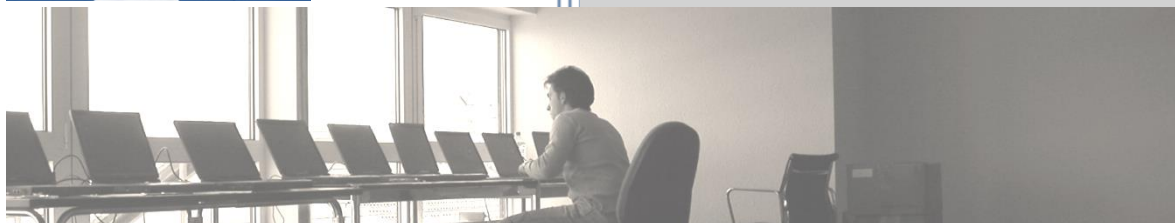


# CV of Eliseu Gomes



# GO InTech

What makes you suffer, is our Passion

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## Personal data

Name, first name	Macedo Gomes, Eliseu Alexandre
Birth data	on 04.09.1979 in Chaves, Portugal
Marital status	Married
Nationality	Portuguese

## Projects & Work Experience

Ongoing Projects	Since 06/2019	Freelancer as Network Planner at Swiss IT Security Deutschland GmbH in Wiesbaden Planning if infrastructure Changes in LAN and WAN environment including change management and creation of network plans of the technical Infrastructure for the Hessische Zentrale für Datenverarbeitung (HZD)
	Since 11/2018	Freelancer as IT Trainer & Consultant at brainymotion AG in Frankfurt, Wiesbaden, Mannheim und München Individual customer service for Microsoft Windows, Office365, SharePoint and Cisco Routing & Switching and Security
	Since 04/2017	Freelancer as Hardware Engineer at WSTN in Jena Working in a data center of Citi Bank in Frankfurt. Planning & installation of network cabling (copper and fiber), updating of data and modernization of network documentation.
	Since 11/2011	Freelancer as IT Trainer & Consultant at IKR Training & Consulting GmbH in Mannheim. Individual customer service for Microsoft Windows, Office365, SharePoint and Google Suite for Business
	Since 10/2011	<b>Independent IT service provider (sole proprietorship)</b>
Closed Projects	04/2018 to 02/2019	Freelancer as Technical Field Engineer at Transerv2000 in Bensheim Installation and initial configuration of servers, Break & Fix activities and Remote Hands & Eyes for system administrators from all over the world for HP CDS
	06/2017 to 10/2018	Freelancer as IT Trainer & Consultant at New Horizons in Frankfurt, Wiesbaden, Mannheim und München Individual customer service for Microsoft Windows, Office365, SharePoint and Cisco Routing & Switching and Security.
	12/2016 to 12/2018	Freelancer as Field Engineer at Komptitech GmbH in Zürich Installation and commissioning of IT equipment at end customer (in Germany) as well as Remote Hands & Eyes for the technicians in Switzerland.
	04/2016 to 03/2017	Freelancer as Hardware Engineer at WSTN in Jena Working in the service delivery team in a data center of Citi Bank in Frankfurt. Handling of incidents, preparation and execution of server installation and decommission, including planning and installation of network cabling (copper and fiber) and maintenance of various inventory lists

## Closed Projects

09/2013 to 03/2014	Freelancer as Onsite Support bei Motorola in Idstein Regular activity at the customer's site (1x per week). Errors were either solved or handed over for 2nd level support in Moscow or São Paulo and translated into English or Portuguese accordingly. Furthermore, I was responsible for data backup, new laptops and data recovery.
03/2013 to 03/2016	Freelancer as Hardware Engineer at First Class IT-Service GmbH in Dörverden Working in the service delivery team in a data center of Citi Bank in Frankfurt. Handling of incidents, preparation and execution of installation and decommissions of servers and maintenance of several inventory lists.
05/2012 to 12/2015	Freelancer as Software Support Specialist at Wuuzaa in Frankfurt Assistance to Windows and Office problems by remote maintenance after previous arrangement by mail or phone.
03/2012 to 03/2013	Freelancer as Technical Field service Engineer at Attmes GmbH in Hamburg. Provision of services as part of the project "eMedia" at the end customer sites (a well-known German retail chain). This included the installation of new and replacement of defective hardware which is used to display digital advertising.
11/2011 to 12/2016	Freelancer as Field Engineer at Contingent Network Services in Ohio Installation and commissioning of IT devices at end customer sites (in Germany) and Remote Hands & Eyes for the technicians in USA, Australia or UK.

## Work Experience

10/2010 to 09/2011	Project Manager at cegecim in Bensheim - Local project leader in the implementation of "Mobile Intelligence" at Celgene GmbH in Munich - Quality Assurance on the introduction of "Mobile Intelligence" at Bristol Myers Squibb Company in Munich
10/2009 to 07/2010	Business Analyst, Support for CRM System (borrowed to Essexpharma, Merck Sharp & Dohme Corp.), in Munich - Analyzes for the success evaluation of marketing measures - Optimized customer rating criteria - In collaboration with various business analysts from the Field Force Effectiveness department, we have planned and implemented a new reporting scenario with SAS. - Administration of a Citrix server with up to 70 databases / 50 users - Installation and publication of applications under Citrix
05/2008 to 09/2010	CRM Produkt Manager at cegecim in Bensheim - Translation and localization of the cegecim software - Quality assurance and BUG tracking during development and when new versions were introduced - Organization and implementation of user workshops - Increased effectiveness of the department and customer satisfaction

Work Experience

- |                          |  |
|--------------------------|--|
| 12/2000<br>to<br>04/2008 | 1 <sup>st</sup> & 2 <sup>nd</sup> Level End User Support at cegecim in Bensheim <ul style="list-style-type: none"><li>- Support for up to 3,000 users, including up to 800 with full support</li><li>- Planning and implementation of rollouts with up to 600 notebooks</li><li>- Consultation and creation of images with Norton Ghost and Acronis True Image</li><li>- Software packaging with System Management Server 2003</li><li>- Test and validation of hardware for use with cegecim software</li><li>- Administration of the MS Access Support database</li><li>- Creation of data interfaces for raw data loads</li></ul> |
| 10/2000<br>to<br>11/2000 | PC technician at NSG at Frankfurt Airport <ul style="list-style-type: none"><li>- Support of computer systems in the entire Frankfurt airport</li></ul>  |
| 01/2000<br>to<br>10/2000 | Specialist in the costing of plant and house services <ul style="list-style-type: none"><li>- Processing of applications for tenders of the Deutsch Bahn</li><li>- Creation of offers for Deutsch Bahn buildings renovations</li></ul>   |

## Further education/trainings

10/2018	CCNA Security Instructor certification, conducted at the Cisco NetAcad of the University of Applied Sciences Fulda - Department of Applied Computer Science
03/2018	CCNA RS 4 Instructor certification, conducted at the Cisco NetAcad of the University of Applied Sciences Fulda - Department of Applied Computer Science
02/2018	CCNA RS 3 Instructor certification, conducted at the Cisco NetAcad of the University of Applied Sciences Fulda - Department of Applied Computer Science
01/2018	CCNA RS 2 Instructor Certification, conducted by the Cisco NetAcad IT-Bildungsnetz e.V
12/2017	CCNA RS 1 Instructor Certification, conducted by the Cisco NetAcad IT-Bildungsnetz e.V
03/2015	2-day Salesforce CRM Sales & Service Course, conducted by Deloitte in Antwerp, Belgium
01/2014	2-day Sharepoint owner course, conducted by RDI in Risch-Rotkreuz, Switzerland
11/2013	4-day ERM Specialist course, conducted by AIIM in London, Great Britain
08/2013	Courses for Dell Poweredge R610 and R805, HP C7000, HP BL460c G6, HP DL385 G2, HP DL380 G5, HP DL575 G5, HP DL580 G5, HP DL585 G2, ILO3, HP Firmware Updates and HP Generational Differences completed and certifications acquired at Akibia, Germany
04/2012	2-day technical and sales training of Panda Security Products, performed by Panda Security
02/2012	5-day coaching as part of "Gründercoaching Deutschland", carried out by Schappach Marketing in Ilvesheim, Germany
11/2011	1-day training on video surveillance systems, carried out by VC Videocomponents GmbH in Neumünster, Germany
10/2011	1-day training on Optimization of processes in SMEs, carried out by innotrain IT in Stuttgart, Germany
04/2009	1-day training about the changes from Office 2003 to 2007, conducted by J. Witzel, EDP training + consulting in Wabern, Germany
06/2008	2-day seminar at the cegedim Academy in Mannheim, topic "1 day in life of a pharmaceutical manager"
04/2007	2-day training on systematic troubleshooting and professional discussion in IT support, conducted by L. Bittner, infokom in Nuremberg, Germany
04/2001	5-day Microsoft Access 97 seminar, conducted by Training Team Switzerland in Darmstadt, Germany

## Professional education

09/1997 – 02/2000 Bi-Linguale (German-Portuguese) professional education as “Kaufmann für Bürokommunikation” at DB Services GmbH (formerly Anlagen und Haus Service GmbH)  
Through this special program of the Hessian Educational Institute, it was possible to attend professional education in Portuguese and a 5-week internship at the headquarters of Lidl & Cia. in Sintra, Portugal.

## Internships

03/1998 – 04/1998 5-week internship as Bürokaufmann, at the headquarters of Lidl & Cia. in Sintra, Portugal  
02/1996 – 07/1996 Internship as Bürokaufmann in the business administration department of Taunus Textildruck in Oberursel, Germany  
12/1994 3-week sales internship in the computer department of Karstadt (formerly Hertie) Zeil in Frankfurt, Germany

## School education

09/1997 – 02/2000 Ludwig-Erhard-Schule, professional school in Frankfurt Höchst  
09/1997 – 02/2000 Job related lessons in Portuguese to prepare for internship  
08/1995 – 06/1997 Franz-Boehm-Schule in Frankfurt, Fachhochschulreife  
08/1992 – 07/1995 Salzmannschule in Frankfurt, Realschulabschluss  
09/1991 – 06/1992 Escola Secundária in Póvoa St. Adrião, Portugal  
09/1989 – 06/1991 Ciclo Preparatório in Póvoa St. Adrião, Portugal  
09/1985 – 06/1989 Escola Primária Nr. 1 in Póvoa St. Adrião, Portugal

## Linguistic proficiency

Portuguese	native speaker
German	near native / fluent
English	excellent command

## Software Experience

Company	Product	Experience
Microsoft	DOS ab 5.0; Windows 3 – 10	Very good
	Office 97 – 2019	Very good
	Access Datenbanken (ohne VB)	Very good
	Windows Server 2003/2012	Good
	Remote Desktop	Very good
	Windows Virtual PC	Very good
	Lync/Skype for Business	Very good
	Project	Basics
	SharePoint 2010/2016	Very good
	Visio	Very good
Google	G Suite	Very good
Cisco	Internetwork Operating System	Good
Smartsheet	Smartsheet	Good
Open Source	Linux	Basics
Avira	Avira Management Console	Good
	Avira Server Security	Good
	Avira AntiVir Exchange	Good
	Avira AntiSpam	Good
Emerson	Aperture Vista	Very good
McAfee GmbH	McAfee ePolicy Orchestrator	Good
	McAfee Agent	Good
Symantec Corporation	PC Anywhere	Very good
	Norton Ghost	Good
Citrix Systems GmbH	XenApp	Good
	XenClient	Good
Hewlett Packard	HP Service Manager	Very good
ServiceNow Inc.	ServiceNow	Very good
BMC Software, Inc.	BMC Remedy ITSM	Sehr gut
Salesforce.com Inc.	Salesforce CRM und Salesforce 1 Sales & Service	Very good
Amdocs	Smart	Very good
Coheris	Case	Very good
Atlassian	Jira	Very good
VMware Inc	VM Ware Player	Very good
Digital Data Communications GmbH	IP Cam Secure	Very good
IDM Computer Solutions	Ultra Edit	Very good
Autolt Consulting Ltd	Auto-It	Good
Acronis	Acronis True Image	Good
Ghisler Software GmbH	Total Commander	Good
General Public License	Notepad ++	Good
LogMeIn, Inc.	LogMeIn	Very good

## Activity profile

In this activity profile, I would like to explain some of my current main activities a little closer.

Position	Company	Since
Network planner	Swiss IT	June 2019

Swiss IT Security Deutschland is a Services and Consulting company focused on IT Security in the German speaking market. As a Network Planner I support the Hessische Zentrale für Datenverarbeitung (HZD) in Infrastructure Changes in LAN and WAN environment. The planning works consist in creating and following the Changes in BMC Remedy and in creating the necessary documents like the Visio drawings of the technical infrastructure and the coordination of the Operations department, end customer and Hardware suppliers until successful implementation of the Change.

Position	Company	Since
Hardware Engineer DCSD	Citibank	March 2013

Citibank operates multiple data centers worldwide. In one of them, I am a regular hardware engineer in the Data Center Service Delivery Team. Among other things, we are responsible for the maintenance of Incidents and Changes in Service Now, the replacement of hardware in case of defect, the verification and validation of access requests and escorting of external technicians, planning and implementation of copper and fiber cabling, goods receiving and reviewing, as well as burn in test, maintaining multiple inventory lists, performing power redundancy testing for standalone devices as well as loading and unloading backup tapes in 24/7/365 shifts.

Position	Company	Since
Senior IT Trainer & Consultant	IKR Training & Consulting	November 2011

IKR offers training, further education and consulting services in various areas. As Senior IT Trainer & Consultant, I teach and advise IKR clients on Microsoft Windows 7-10, Microsoft Office 2010/2019, Google Suite and Salesforce. The training courses take place either in groups of max. 10 participants or individually, both at IKR and at the respective customer sites in Germany (Mannheim, Frankfurt and Penzberg) and Switzerland (Basel and Rotkreuz). Furthermore, we support some customers in the preparation of the teaching materials for the introduction of new applications, accompany the introduction and supervise or operate the subsequent help desk.

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Follow [this link](#) to download an overview of my professional & educational certificates.