



PERSONAL INFORMATION

Pedro Manuel Branco Fernandes



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Sex Male | Date of birth 1988-11-22 | Nationality Portuguese

WORK EXPERIENCE

2018 - Present

Info2000 - Sinergias Empresariais, Lda

- Cybersecurity and IT Consulting
- Coordinating and implementing information security policies
- Incident response to Cyberattacks
- System and Network hardening, including management of security updates and patches
- Managing routers and Firewalls: WatchGuard, DrayTek, pfSense, ClearOS, MikroTik and OpenWrt
- Implementing remote access via VPN: L2TP/IPsec, SSTP, SoftEther, OpenVPN and WireGuard
- Network segmentation (Ethernet and Wi-Fi) with routers, Access Points and VLANs
- Configuring redundant internet access, with cellular network (WAN Failover)
- Assessment of security vulnerabilities in networks and systems, with Nessus and Kali Linux
- Managing Active Directory, Group Policy, Microsoft 365 and Google Workspace (G Suite)
- Managing domains, web hosting and emails with WHM (Web Host Manager) and cPanel
- Support and maintenance of end user operating systems: Windows (XP to 11)
- Administration of Windows servers: Windows Server (2003 to 2022)
- Administration and maintenance of Linux servers: Ubuntu (16.04 to 22.04)
- Endpoint Security: Microsoft, WatchGuard, ESET, Kaspersky and Malwarebytes
- Virtualization with VMware ESXi, Microsoft Hyper-V and Proxmox
- Remote Technical Support by phone, email, SMS and WhatsApp
- Onsite technical assistance regarding computers, servers and networking equipment
- Implementation of web-based CRM system for tracking tickets and tasks
- Implementation of GDPR rules, including encryption with BitLocker and secure data deletion
- Advised and assisted developer team to implement encryption, using GPG (GNU Privacy Guard)
- Creating documentation for internal use and for clients

2014 - 2017

Orbital Apps - Portable Apps for Linux

- Lead developer
- Design, planning and development
- Programming
- Development of the Web Platform
- Marketing

2013 - 2014

Loja Bitcoin (Bitcoin Store)

- Development of the Website
- Marketing
- Payment processing
- Sales
- Customer Service
- Technical Support

2011 - 2012

Faculty of Arts and Humanities, University of Coimbra

- Preparing new computers, maintenance, updating software and Technical Support

EDUCATION AND TRAINING

- 2023 [Introduction to the Security of Classified Information, National Security Office \(Portugal\)](#) ★
- 2023 [Implementation of ISO 27001 Information Security Management Systems, SGS](#) ★
- 2022 [Cyberinformed Citizen, National Cybersecurity Centre \(Portugal\)](#) ★
- 2022 [Cybersecure Citizen, National Cybersecurity Centre \(Portugal\)](#) ★
- 2021 18th General Cybersecurity Course, [National Cybersecurity Centre \(Portugal\)](#) ★
- 2021 2nd General CyberHygiene Course, [National Cybersecurity Centre \(Portugal\)](#) ★
- 2020 [Certified Secure Computer User, EC-Council](#) ★
- 2020 [Metasploit Advanced, CyberS3c](#) ★
- 2020 [Ethical Hacking Fundamentals, CyberS3c](#) ★
- 2020 [Network Security Essentials, WatchGuard](#) ★
- 2017 - 2018 [Computer Technician Academy, Rumos](#) ★
- 2017 [Digital Marketing Course, Google, University of Porto](#) ★
- 2009 - 2012 Attended the [Art History](#) course
[Faculty of Arts and Humanities, University of Coimbra](#)
- 2006 - 2007 Attended the [Informatics Engineering](#) course
[Faculty of Science and Technology, University of Coimbra](#)
- 2003 - 2006 Computer Science Technological Course ★
[Dr. Joaquim de Carvalho Secondary School, Figueira da Foz](#)
- 2003 Completed the 9th Grade, being considered the best student of the year ★
[Dr. Joaquim de Carvalho Secondary School, Figueira da Foz](#)

PERSONAL SKILLS

Mother tongue Portuguese

Other language(s)	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	C2	C2	C2	C2	C2
Spanish	B1	A1	A1	A1	A1

Communication skills

- Ability to communicate in a clear and concise manner
- Experience with customer service and sales, dealing with clients in Portugal and the rest of the world - mainly Europe, South America and North America; communicating in English and Portuguese
- Capable of communicating technical concepts in a simple and accessible manner

Organisational / managerial skills

- Rigorous and with strong quality control
- Ability to learn and adapt to new situations
- Capable of establishing priorities

Digital competence

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem solving
Proficient user	Proficient user	Proficient user	Proficient user	Proficient user
Computer Science Technological Course (3 years)				

Additional Technical skills

- Administration of Windows servers: Malware detection and removal, monitoring using Batch scripts, updating Operating System and Applications, managing permissions and user accounts
- Administration of Linux and Unix-Like servers - Access with SSH, Managing OS updates, software installation, automation of tasks with Bash scripts, diagnostic and problem resolution
- Using Sysinternals tools, like Process Explorer, Autoruns and TCPView
- Configuring VPNs for remote access on Windows, macOS, Android and iOS devices
- Disk cloning and imaging using Acronis True Image, Macrium Reflect and Disk2vhd
- Managing disks using Windows Disk Management, DiskPart, MiniTool Partition Wizard and GParted
- Experience with desktop virtualization: VMware Workstation and Oracle VirtualBox
- Using TeamViewer, AnyDesk, SupRemo, N-able Take Control and Microsoft Remote Desktop
- Managing servers with HPE iLO, Windows Admin Center and VMware Remote Console
- Installing and configuring printers (USB, Ethernet and Wi-Fi), locally and for Remote Desktop
- Source-code versioning using Git and GitLab
- Configuring NAS (Network Attached Storage): QNAP, Synology and openmediavault
- Implementing Secure Boot by enabling the settings in the UEFI Firmware (BIOS), partitioning the disk as GPT, and using a 64-Bit Operating System
- Configuring redundant disks, in mirror mode (RAID 1)
- Creating network diagrams and IT infrastructure documentation
- Experience working with Office tools: Microsoft Word/Excel/PowerPoint, OpenOffice and LibreOffice
- Creating documents in HTML, PDF, wikitext (MediaWiki/Wikipedia) and text with Markdown
- Image editing with Adobe Photoshop

Other skills

- Knowledge of Intellectual Property: Copyright, Patents and Trademarks
- Experience receiving payments via Bank Transfer, PayPal and Bitcoin
- Bricolage and "Do it yourself"

Driving licence

- Driving License for cars - Class B

ADDITIONAL INFORMATION

- Presentations**

 - 2020 - Authored and presented [Cybersecurity and Remote Work](#) - PWS Consulting
- Projects**

 - **CloudVPN**: Connectivity between computers, encrypted, without configuring routers or Firewalls
 - **SoftEther Installer**: All-in-one tool to automatically provision SoftEther VPN Server on Linux, supports more than 15 parameters. Compatible with Debian, Ubuntu and Raspberry Pi OS
 - **Daily Backup**: Backup Windows folders, encrypted, with configurable retention (up to 365 days), backup to/from: Local Folders, Network Shares and USB Drives
 - **Kali Linux Updater**: Easily update and upgrade the system, with a graphical interface
 - **Zenmap installer for Kali Linux**: Installs Zenmap onto Kali Linux, automatically downloads dependencies, converts and install the packages and sets the correct launching parameters
 - **CloudBackup**: Backups highly resistant to malware and ransomware, encrypted, with versioning, on AWS Cloud (Amazon Web Services), made with Lazarus IDE and Object Pascal
 - **PassGen**: Password Generator - Create phrase-based "passwords", graphical application, made with Visual Studio, C# and .NET
 - **XMRig Detector** - Tool to detect instances of unauthorized Cryptocurrency mining, using hashes
 - **ORB**: Open Runnable Bundle, file format based on the ISO 9660 standard, used for [Orbital Apps](#)
 - **AppRunner**: Application to easily run scripts and executables on Linux systems
 - **CD2USB**: Windows graphical application to easily create a bootable Linux LiveUSB, using an ISO, CD/DVD, or by automatically downloading the required file; was included in SuperOS
 - **SuperOS**: Originally called "SuperUbuntu" - Linux Distribution based on Ubuntu, totalling more than half a million downloads and reaching Top 10 at DistroWatch
- Honours and awards**

 - Best student of the 9th Grade in 2002 / 2003 - [Dr. Joaquim de Carvalho Secondary School](#) ★
- Event Participation - Offline**

 - 2023 - [C-DAYS 2023](#) - conference organised by the [National Cybersecurity Centre \(Portugal\)](#)
 - 2019 - [BSides Lisbon](#) 2019 - information security conference
 - 2019 - Cyber-hygiene awareness event, by the [National Cybersecurity Centre \(Portugal\)](#) ★
 - 2018 - [Hacking Kung Fu : The best defense is knowing how to attack](#), Rumos ★
 - 2017 - Volunteer at Web Summit 2017 ★
 - 2017 - Workshop: Better Programmer, Galileu ★
- Event Participation - Online**

 - 2023 - Happy Techie Hour "Getting started with Ansible", Rumos
 - 2022 - AWS Discovery Day - Cloud Essentials ★
 - 2021 - MultiCloud Experience ★
Event with focus on AWS, Microsoft Azure, Google Cloud Platform and Oracle Cloud Infrastructure
 - 2018 - Practical Network Troubleshooting with Wireshark, CompTIA ★
 - 2018 - The perimeter-less perimeter: An investigation, CompTIA ★
 - 2018 - Penetration Testing for the New World, CompTIA ★
 - 2018 - Demystifying Metasploit, CompTIA ★
- Personal Development**

 - 2022 - Coaching Workshop, Newcode ★
 - 2022 - Neurolinguistic Programming Workshop, Newcode ★
 - 2020 - Master Your Life, ALLCAN ★
- Additional Technological Interests**

 - Artificial Intelligence, Smart Contracts, Blockchain, Cryptocurrency, Bitcoin, Ethereum, Web3
- Artistic and Scientific Interests**

 - Art, Photography, Cinema, Architecture, Design, Nature, Science, History, Psychology