PERSONAL INFORMATION

Pedro Manuel Branco Fernandes

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

WORK EXPERIENCE

2023 - Present

MondegoData & Business Services, Lda
- Cybersecurity and IT Consulting
- Routers, Firewalls and VPNs: WatchGuard, Ubiquiti, ZeroTier and SoftEther
- Supporting Windows (10 and 11), Windows Server and Ubuntu Server
- Supporting Eticadata and Wintouch, business management software, and POS (Point of sale)
- Endpoint security with centralized management: WatchGuard and ESET
- Technical Support to clients in the Retail, Manufacturing and Healthcare sectors

2018 - 2023

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 compliance, including encryption and secure data deletion
- Implementation of Cryptography, using BitLocker and 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 and Development of the Web Platform

2013 - 2014

Loja Bitcoin - Bitcoin Store
- Development of the Website, based on WordPress, and Marketing
- Sales and Payment processing
- Customer Service and 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 | Certified Ethical Hacker (CEH), EC-Council ★ |

2023   Certified Ethical Hacker (CEH), EC-Council ★

2023   TP-Link Network Associate Enterprise Wireless ★

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   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, Norton Ghost and Disk2vhd
- Managing disks using Windows Disk Management, DiskPart, MiniTool Partition Wizard and GParted
- Experience with desktop virtualization: VMware Workstation and Oracle VirtualBox
- Remote access using TeamViewer, AnyDesk, N-Able Take Control (formerly SolarWinds), SupRemo, UltraVNC, RustDesk and Microsoft Remote Desktop (RDP)
- Managing servers with HPE iLO, Windows Admin Center and VMware Remote Console
- Using Backup Software: Veeam, Cobian Backup and Cobian Reflector
- 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)
- 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, on AWS Cloud (Amazon Web Services), S3, made with Lazarus IDE and Object Pascal

- **PassGen**: Passphrase 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