

# CARLOS ASSIS BRITO DE OLIVEIRA FILHO

Senior IT Infrastructure, Security & IT Governance Analyst

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## PROFESSIONAL SUMMARY

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IT professional with over 23 years of experience in critical infrastructure, network security, and technical team leadership in the public sector. At SME Fortaleza — one of Brazil's largest municipal education departments — I manage an environment of approximately 200 VMs and lead analysts in sustaining systems that serve more than 140,000 users. I hold postgraduate degrees in IT Governance and AI applied to Public Sector Management, with hands-on focus on process automation and LGPD (Brazil's data protection law) compliance. In 2026, I attended RSA Conference in San Francisco, deepening my knowledge of AI-driven threat detection and identity management.

## TECHNICAL SKILLS

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<b>Security &amp; Firewalls</b>	Fortigate, CheckPoint SASE, SonicWall, PfSense, SentinelOne (EDR), F5 BIG-IP, system hardening, incident management, LGPD compliance
<b>Infrastructure</b>	VMware (~200 VMs), Windows Server, Active Directory/GPO, Linux (RHEL, Ubuntu), patch management
<b>Monitoring</b>	Zabbix, Nagios, Grafana — including AI-powered chatbot and automated dashboards via Zabbix
<b>Networking &amp; Services</b>	DNS, DHCP, VPN, VoIP/SIP, switches, wireless (Cisco), endpoint management
<b>Containers</b>	Docker — operational management of production and staging environments
<b>Cloud &amp; Identity</b>	Google Workspace (bulk provisioning via automation), Active Directory, MDM
<b>Web &amp; App Servers</b>	Apache, Tomcat, Nginx
<b>Automation &amp; AI</b>	Internal tooling with AI: AD queries, monitoring chatbot, operational dashboards
<b>Frameworks</b>	ITIL, COBIT, IT Governance, SLA management, technical documentation

## PROFESSIONAL EXPERIENCE

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### Senior IT Infrastructure Analyst

**SME – Municipal Department of Education of Fortaleza** | Apr 2013 – Present (12 years) | Fortaleza, CE, Brazil

- Manage critical IT infrastructure with approximately 200 VMs (VMware) supporting educational systems for over 140,000 users, including students, teachers, and administrative staff.
- Lead 2 IT analysts in the daily operation of networks, servers, and security, ensuring high availability and SLA compliance.
- Deployed and maintain security perimeters using Fortigate and CheckPoint, including hardening of Windows Server and Linux environments.
- Led a 3-month SentinelOne PoC (Feb–Apr 2026) as technical lead, covering agent deployment, configuration, threat mitigation, and remote uninstall — validated on legacy hardware fleet (5400rpm HDDs, limited RAM) with excellent resource efficiency.
- Deployed Check Point SASE in production at SME, including advanced troubleshooting of the Auth0 connector on a critical server, ensuring continuity of the secure access service.
- Working with F5 BIG-IP managing services published under the load balancer, integrating application security into the infrastructure environment.
- Automated the creation and management of over 140,000 institutional email accounts on Google Workspace via custom scripts, eliminating manual provisioning and reducing human error.
- Developed internal AI-powered tools to support the team: Active Directory query interface, Zabbix-integrated monitoring chatbot, and operational dashboards.

- Responsible for administering DNS, DHCP, VPN, and VoIP/SIP infrastructure across the department.
- Operational support for Docker environments on production and staging servers, including disk management and container lifecycle maintenance.
- Ensure LGPD compliance in the management of user data and IT assets.

### IT Support and Infrastructure Analyst

**SEDUC – State Department of Education of Ceará** | *Nov 2007 – Mar 2013 (5 years 5 months)* | *Fortaleza, CE, Brazil*

- Provided N2/N3 on-site and remote support for over 700 state schools, covering networks, servers, and applications.
- Led the migration of the corporate Wi-Fi solution to Cisco infrastructure, standardizing connectivity across the entire network.
- Deployed Kaspersky Endpoint Security across the state network, centralizing antivirus management and eliminating recurring infections.
- Coordinated hardware refresh (computers, peripherals, servers) across dozens of school units.
- Deployed a new Print Server, improving print management and reducing helpdesk tickets related to printing.
- Enhanced the monitoring environment with Nagios, increasing incident visibility and enabling proactive infrastructure failure detection.
- Administered web and application servers (Apache, Tomcat, Nginx) and managed network assets.

### Hardware and Software Support Technician

**SEDUC – State Department of Education of Ceará** | *Jun 2002 – Oct 2007 (5 years 5 months)* | *Fortaleza, CE, Brazil*

- Provided on-site and remote technical support for hardware (computers, printers, peripherals) and software across state school units.
- Participated in technology upgrade projects, system migrations, and deployment of new resources in schools.
- Responsible for critical data backup and information security at supported units.

## EDUCATION

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### Postgraduate (Lato Sensu) – AI & Technology in Public Sector Management

**Gran Faculdade** | *Oct 2025 – Apr 2026* | *360h*

Focus on Business Intelligence, Artificial Intelligence, and data-driven decision-making in government operations.

### Postgraduate (Lato Sensu) – IT Governance

**Gran Faculdade** | *Oct 2025 – Mar 2026* | *360h*

Strategic IT management, ITIL/COBIT, business continuity, risk management, and compliance.

### Bachelor of Technology – Computer Networks

**FIC – Faculdades Integradas do Ceará (Estácio)** | *Graduated Dec 2009* | *Fortaleza, CE, Brazil*

## PROJECTS & HIGHLIGHTS

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- RSA Conference 2026 (San Francisco, CA): Attended with focus on AI-driven threat detection, identity management, and Zero Trust architecture.
- Google Workspace Automation: Built and deployed scripts to automate creation and lifecycle management of over 140,000 institutional email accounts, replacing a fully manual process.
- Zabbix Monitoring Chatbot: Developed a chatbot integrated with Zabbix for real-time asset queries and alert handling, reducing mean time to diagnosis for the support team.
- Active Directory Query Tool: Built an AI-assisted internal interface for AD lookups, speeding up N1/N2 ticket resolution.