



# Pedro Lopes

## HEAD OF IT



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### WORK EXPERIENCE

**IT Manager**  
Interoute (Portugal)

**Chief Information/Technical Officer**  
InterNetWorks

**IT Consultant/Head of IT**  
PedroCostaLopes.com  
*(current)*

**HelpDesk Supervisor**  
Vodafone (Portugal)

**Technical Advisor**  
Câmara Municipal de Lisboa

**IT Deputy Director**  
AON (Portugal)

### EDUCATION

**First Certificate in English**

**Computer Science and Engineering MSc**  
Faculdade de Ciências e Tecnologia  
Universidade Nova de Lisboa

**Microsoft Certified Systems Engineer**

**Professional Trainer Certificate**

**Linux & Linux Administration**

**ITIL v3 2011**

### ABOUT ME

I'm an experienced Head of IT who delivers a perfect balance between strong technical background, mature business awareness and excellent leadership skills.

Technology and computers have been my passion since early age and I've had the pleasure of working in this area for the last **20 years**.

I started my career as System & Network Administrator and, although I evolved to senior management positions, I always kept a great level of technical curiosity and hands-on attitude. Having had the opportunity to explore most IT fields provided me an exceptional **breadth of knowledge**; I'm not limited to one skill set.

My extensive experience leading teams and training users greatly improved my ability to dissect complex subjects and present them in simple terms to all levels of stakeholders. I'm a communicative and **motivating leader** that promotes positive and collaborative working environments.

Having managed numerous IT functions and services, I'm very proficient in most governance areas; running my own company and dealing with my own clients also enhanced my business awareness and **commercial acumen**.

**I'm not only the Head of IT you are looking for; I'm the business partner your company needs!**

### LANGUAGES

**PORTUGUESE**  
100%

**ENGLISH**  
90%

**SPANISH**  
70%

**FRENCH**  
50%

**ITALIAN**  
10%

### GOVERNANCE COMPETENCIES

This is a non-exhaustive list of governance competencies acquired and enhanced during my career:

- ✓ Developed and implemented global IT **strategies**, aligned with business needs and expectations; assisted companies to identify new business opportunities through technology;
- ✓ Managed critical **projects** from the initiation to a successful conclusion, respecting time and budget constraints;
- ✓ Designed, implemented, improved and owned **IT services** and processes, using ITIL framework;
- ✓ Delineated infrastructures and systems architectures, reducing operational costs and anticipating future requirements;

- ✓ Administered, maintained and supported **infrastructures, systems, applications** and **data** (in-house and cloud based) ensuring their availability, capacity, continuity and security; monitored and reported performance; planned and deployed updates, upgrades and expansions; phased out legacy hardware and software; oversaw **IT operations**;
- ✓ Led the development, implemented and updated **business systems** and applications, including websites, eCommerce, ERP/CRM and bespoke solutions;
- ✓ Planned, deployed, improved, managed and maintained IT facilities and data centres;
- ✓ Built and managed **technical support** functions, including 24/7 helpdesk **call centres**, and organised on-call rotation systems; supported and trained users in organisations up to 12,000 employees, spread across multiple locations;
- ✓ Provided technical counselling, communicating with non-technical stakeholders in a simple, clear manner;
- ✓ Established operational procedures/best practises and created adequate documentation; delineated, implemented and tested Security and Disaster Recovery/Business Continuity plans;
- ✓ Managed inventory of technical assets, including software licences; promoted and enforced compliance of systems and procedures with regulations and policies;
- ✓ Procured hardware, software and services; negotiated contracts/SLAs with 3rd party vendors; managed IT **budgets** (CapEx/OpEx) up to **£1.3m/1,5M€**;
- ✓ Built and led numerous infrastructure, applications, support and development **teams** (including some operating in near-shore/offshore locations), from **5/6 to 50** direct and/or indirect **reports**;
- ✓ Recruited, supervised, motivated and appraised countless collaborators, also providing them training and career guidance;
- ✓ Established, monitored and evaluated individual/team goals/KPIs;
- ✓ Developed close and trusting relationships with all stakeholders, including senior management, staff, external suppliers and clients.

## TECHNICAL SKILLS

In these 20+ years, I've mastered countless equipment, applications and technologies; these are some of them:

- ✓ Windows and Linux based systems, both in server and desktop versions;
- ✓ Major mainstream server applications (Active Directory, Exchange, SharePoint, Lync, Office 365);
- ✓ DataBases (MS SQL Server, MySQL);
- ✓ Virtualisation (VMWare, MS Hyper-V, Citrix);
- ✓ ERP/CRM (MS Dynamics NAV/CRM, Salesforce, OpenERP/Odoo) software; other business and bespoke solutions;
- ✓ Cloud (SaaS, IaaS, DaaS, AWS, MS Azure);
- ✓ Web servers (Apache, IIS) and programming languages (PHP, JavaScript, HTML, CSS);
- ✓ Website/CMS (Joomla!, WordPress) and eCommerce (Magento, WooCommerce, osCommerce) software;
- ✓ Networking (LAN, WAN, WiFi/WLAN, VLAN, VPN, DNS, DHCP, IP, TCP, UDP, ICMP, SNMP, HTTP, HTTPS, SSL/TLS, LDAP, POP, SMTP, IMAP);
- ✓ Routing and Switching (Cisco);
- ✓ Security and Firewalls; Backup equipment and software;
- ✓ Storage (NAS, NFS, SMB/CIFS, ZFS, BTRFS, SAN, FC, iSCSI, RAID);
- ✓ Telephony (Analogic/VoIP/Mobile);
- ✓ Hardware and Electronics; Cabling; other equipment and peripherals (Printers, MFPs, Scanners, Tablets and Smartphones, ePoS, Barcode Readers);
- ✓ IT Facilities/Data Centres Management (Power/Energy/Electrical/UPS, HVAC, Alarms, CCTV and Access Control);
- ✓ Security Standards (ISO27001 and PCI-DSS).

## PROFESSIONAL EXPERIENCE

Oct/2006-Today **IT Consultant/Head of IT - PedroCostaLopes.com**

Currently offering a wide spectrum of services and bespoke solutions to SMEs and some larger companies - major clients include FMCG, manufacturing, retail, IT, medical and education companies, government, finance and law firms.

Assuming technical lead responsibilities on a contractual base, I provide assistance to those companies who do not have the resources or the need for a permanent professional (Head of IT "as a Service"); I also support and advise companies in particular projects or tasks, reinforcing or complementing their own IT workforce with my team of experts.

Mar/2005-Aug/2006 **IT Deputy Director - Aon** (Portugal)

Jun/2002-Mar/2005 **Technical Advisor - Câmara Municipal de Lisboa** (Lisbon Council)

Oct/2000-Jun/2002 **Chief Information/Technical Officer (CIO/CTO) - InterNetWorks**

Jun/1998-Oct/2000 **IT Manager - Interoute** (Portugal)

Aug/1996-Jun/1998 **HelpDesk Supervisor - Vodafone** (Portugal)

During this period, I evolved from System & Network Administrator, technical, hands-on position, to a truly strategic, management, Head of IT role; I became accountable for most/all IT functions in these organisations, including Infrastructure, Operations, Security, Projects, Applications & Data, Development, Procurement, Support, Training and even for the Business Analysis and Strategy.

Three of these organisations are major British multinational groups, operating in the Insurance (Aon) and Telecommunications (Interoute, Vodafone) industries. InterNetWorks was an IT startup, Iberian distributor for SUN/Cobalt Server Appliances, Watchguard Firewalls and several other products; working with SUN/Cobalt and British, Dutch and Portuguese Software Houses, we also developed applications and bespoke solutions for that platform.

## EDUCATION & TRAINING

1992-1996 **Computer Science and Engineering MSc** (Licenciatura em Engenharia Informática)  
Faculdade de Ciências e Tecnologia/Universidade Nova de Lisboa

2015 **ITIL v3 2011 Foundation** - Axelos Global Best Practice/Loyalist

2000 **MCSE** (Microsoft Certified Systems Engineer) - Galileu (MCTEC)

2000 **Linux** & Linux Administration - Technolink

2006 Professional **Trainer** Certificate - Instituto de Emprego e Formação Profissional

1990 First Certificate in **English** - University of Cambridge ESOL Examinations