





# Carlos Henrique Wendland

**Infrastructure & Systems Specialist | IT Support | Cloud & Servers**

-  Brazil
-  +55 41 99931-6371
-  wendlandcarlos@gmail.com
-  LinkedIn: [linkedin.com/in/carlos-wendland](https://www.linkedin.com/in/carlos-wendland)

- ✓ Open to relocation across Europe
  - ✓ Open to visa sponsorship opportunities
- 

## Professional Summary

IT Infrastructure Specialist with over 11 years of experience managing large-scale and mission-critical environments (+300 servers, +1000 users).

Strong background in Windows and Linux system administration, multi-domain Active Directory, cloud environments, and PowerShell automation.

Proven track record in improving system availability, optimizing IT operations, and resolving complex technical issues.

Experienced in leading technical teams and working in dynamic, results-driven environments.

---

## Technical Skills

### Infrastructure & Systems

Windows Server (2008–2022), Linux (Debian/Ubuntu), Active Directory, DNS, DHCP, GPO, RDS

### Cloud & Virtualization

Cloud infrastructure, ERP cloud environments, virtualization, hybrid environments

## Databases

SQL Server 2022, MySQL, Firebird (queries, maintenance, backups)

## Networking & Security

pfSense Firewall, VPN, corporate networks, UniFi Wireless

## Monitoring

Zabbix, Grafana (dashboards, alerting, performance monitoring)

## ERP & Systems

SAP Business One HANA, SAP CCC, SPED, NF-e, Primavera

## Automation & Tools

PowerShell (automation, scripting, reporting), Raspberry Pi, SSH, TeamViewer, VNC

---

# Professional Experience

## Infrastructure Supervisor

Agrotis Agroinformática | Aug 2021 – Present

- Lead infrastructure and IT support team
  - Manage and maintain **300+ servers (Windows & Linux)** in critical environments
  - Administer **3 Active Directory domains** (users, GPO, DNS, DHCP)
  - Implement and support ERP systems in cloud environments
  - Develop **PowerShell scripts**, reducing manual workload and improving efficiency
  - Automate backup routines and monitoring processes
  - Powershell Scripts
  - Manage remote access infrastructure (RDS) for **1000+ users**
  - Administer databases (SQL Server and Firebird)
  - Monitor systems using Zabbix and Grafana
  - Configure and maintain pfSense firewalls
  - Implement IoT solutions using Raspberry Pi
- 

## IT Support Analyst / Supervisor

Setup Tecnologia | Feb 2019 – Aug 2021

- Managed full IT infrastructure (servers, networks, users)
- Supervised technical team and ensured SLA compliance
- Provided advanced ERP and accounting systems support
- Automated processes and created reports using Excel
- Managed MySQL databases

---

## IT Support Analyst

Servimed / Unimed Premier IT | May 2017 – Nov 2018

- Remote support for corporate applications
- Email configuration (POP, IMAP, Exchange)
- Access management and incident resolution

---

## IT Support Analyst (Level 2)

Mira Sistemas | Jan 2015 – Dec 2016

- Advanced ERP support
- Network and infrastructure configuration
- Level 2 incident resolution

---



## IT Technician

CBN Informática | Oct 2012 – Oct 2014

- Technical support for ERP and billing systems
- Installation and maintenance of Windows and Linux systems
- Network and hardware support

---

## Education

-  Bachelor's Degree in Cybersecurity (ongoing) – UNIASSELVI
-  Technical Degree in Information Technology

---

## Languages

- Portuguese: Native
  - English: **Professional Working Proficiency**
  - Spanish: **Intermediate (improving for professional use)**
-

## Certifications

- MySQL – Database Course (Udemy)
- 

## Additional Information

- ✓ Experience in high-availability and mission-critical environments
- ✓ Strong problem-solving and analytical skills
- ✓ Fast learner and adaptable to new technologies
- ✓ Available for immediate interviews