

PAULO JORGE NOGUEIRA

IT MANAGER | INFRASTRUCTURE | CYBERSECURITY | IT SERVICE MANAGEMENT

Montijo, Portugal | +351 916 111 103 | paulonnogueira@gmail.com | linkedin.com/in/paulojnogueira

PROFILE

IT manager with 20+ years of experience in infrastructure, cybersecurity, networks and ITSM. Currently leads a team of 5 at Sport TV, supporting about 200 users, 400 endpoints and 2 locations (Lisbon and Porto), in an environment of 40+ VMs and physical servers. Experience in critical environments and transformation projects, including Iberian-wide network migrations and full IT infrastructure rollouts.

PROFESSIONAL EXPERIENCE

Head of IT Systems, Cybersecurity and Networks

09/2025 – Present

Sport TV

- Operational lead of a team of 5, ensuring continuity and evolution of IT, infrastructure, network and cybersecurity services for about 200 users in Lisbon and Porto.
- Responsible for approximately 400 endpoints and an environment of 40+ VMs and physical servers, running on VMware/vCenter and Windows/Linux platforms.
- Operational management of about 250 tickets/month in ManageEngine ServiceDesk Plus Cloud, focused on incident management, prioritisation and service improvement.
- Daily operation of Cortex XDR, including alert analysis and triage, event investigation and follow-up of security incidents.
- Vulnerability and patch management with ManageEngine Endpoint Central Cloud, prioritising fixes by criticality/CVE and validating patch deployment.
- Backup/restore management and troubleshooting with Veeam, ensuring recovery capability and operational continuity.
- Network security administration with Palo Alto Networks/Panorama, VPN and Cisco/Meraki infrastructure; monitoring with PRTG and log centralisation/analysis in Graylog (POC).
- Coordination of infrastructure and security projects across internal teams, vendors and business/Broadcast areas.
- Incident management, prioritisation and service-level practices aligned with ITIL/ITSM.

Infrastructure Specialist

04/2017 – 09/2025

DHL eCS Portugal

- Owned infrastructure operations and service quality in Portugal as part of a 2-person team, supporting 2,000+ users across the Iberian Peninsula and connectivity for 200+ branches.
- Designed and implemented solutions to improve service management, operational processes, monitoring, metrics and SLA/SLO compliance.
- Responsible for Iberian projects for DHL Spain and Portugal, including architecture, technical coordination, vendors and implementation.
- Technical lead of the Iberian project replacing local MPLS with a global SD-WAN, modernising branch connectivity.
- Planned and delivered the IT infrastructure of the new DHL Parcel site in Loures, supporting about 150 users over roughly 1 year, including the full network and migration of IT services to the new location.
- Administered networks, SDN, Active Directory, DNS and DHCP, focused on availability, security and service quality.
- Managed critical incidents, root-cause analysis and preventive measures to reduce recurrence and improve operational efficiency.
- Managed OPEX for infrastructure operations and services, with cost control and vendor coordination.

IT Security, Governance & Network Supervisor

10/2013 – 03/2017

PSA – Container Terminal

- Implemented the ISO 27001:2013 framework, including gap analysis, security processes and procedures.
- Administered Cisco L2/L3 networks, firewalls and IDS; implemented security and detection controls.
- Implemented ITIL processes for IT governance and improved change and incident management.
- Administered VMware HA and critical infrastructure, with 24x7x365 preventive and corrective support.

Systems Engineer

02/2007 – 09/2013

Honeywell HPS – Projects and Services

- Designed and implemented redundant Cisco networks and secure infrastructure for OT environments.
- Configured and integrated SCADA servers, VMware and FreeBSD NAS storage in critical industrial environments.
- Delivered and supported SCADA/TAS projects for clients such as Galp, Repsol, CLC, REN Atlântico, Artlant PTA and Orion Carbons.

Earlier experience

2003 – 2007

Santiago do Cacém Municipality · IEFPP/Tavira Secondary School · CTT Algarve

- .NET/SQL Server development and Oracle DBA; IT training and teaching; technical support.

SKILLS

- **IT Management:** team leadership, IT Service Management, ITIL, Incident Management, SLA/SLO, KPIs, vendors, OPEX, project management, continuous improvement
- **Cybersecurity:** Cortex XDR, vulnerabilities, CVE/Patch Management, endpoint security, incident response, ISO 27001, IDS/IPS
- **Infrastructure:** VMware/vCenter, Windows Server, Linux, Active Directory, DNS/DHCP, Veeam Backup & Replication, backup/restore
- **Network & Security:** Palo Alto Networks, Panorama, Cisco L2/L3, Meraki, SD-WAN/SDN, firewalls, VPN, segmentation, OT/SCADA networks
- **Monitoring & ITSM:** PRTG, Graylog, ManageEngine ServiceDesk Plus Cloud, ManageEngine Endpoint Central Cloud
- **Other:** M365/Entra ID, SMTP/relay, file services, virtualisation, operational continuity

EDUCATION

- Postgraduate Degree in Operational Cybersecurity — Instituto Superior Técnico / Técnico+ (Level 7), 2025
- BSc in Systems and Computer Engineering — University of the Algarve

CERTIFICATIONS AND PROFESSIONAL TRAINING

- Cortex XDR training — Sport TV, 2026
- AI for Productivity — NOVA University Lisbon, 2026
- Palo Alto Networks training — Sport TV, 2025
- Fortinet NSE4 — Fortinet Network Security Expert 4, 2024
- ISO/IEC 27001 Foundation — PECB, 2016
- ITIL Foundation — Cegoc
- Cisco CCNA Router & Switch | Cisco IINS – Implementing Cisco IOS Network Security
- Experion PKS Server and Station Installation and Administration
- Professional Trainer Certification

LANGUAGES

Portuguese — Native | English — C1 | Spanish — C1 | Driving licence — A and B