

RENATO KITAMURA MORAO

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Portfolio: www.github.com/renaskitamura | www.yournextemployee.ca | <https://conf-t-prep.vercel.app>

Permanent Resident — Eligible to work in Canada without sponsorship | Languages: English, French, Portuguese, Spanish

JUNIOR SYSTEMS & NETWORK ADMINISTRATOR | IT SUPPORT SPECIALIST (TIER 1–2)

Hands-on IT Systems and Network Administrator combining production Google Workspace/IAM administration and remote user support with enterprise-grade infrastructure labs across Linux, Windows Server Active Directory, Cisco IOS networking, and Python/Ansible automation. Proven track record of building zero-touch onboarding pipelines, authoring technical SOPs, and resolving hardware, software, and network connectivity issues under high-pressure operational SLAs.

TECHNICAL SKILLS

Networking & Cisco IOS: TCP/IP, IPv4/IPv6 Subnetting, VLANs, 802.1Q Trunking, EtherChannel (LACP/PAgP), Rapid PVST+, Single-Area OSPFv2, Static/Floating Routes, HSRP, ACLs, NAT/PAT, DNS, DHCP Snooping, VPN, Wi-Fi (WLC/CAPWAP), SNMP, Packet Tracer, GNS3

Systems & Cloud Administration: Linux (Debian, Ubuntu, Fedora, CentOS/RHEL), Windows Server (Active Directory, GPO, DNS, DHCP), Windows 10/11, Microsoft Azure (AZ-900), Google Workspace Admin, Microsoft 365, Apache, Nginx, MariaDB, Samba, Dovecot, Postfix

Automation, DevOps & Monitoring: Ansible (Playbooks/IaC), Python (Netmiko SSH Automation), Bash Scripting, GAM (Google Apps Manager CLI), LibreNMS, Git/GitHub, Webmin, VirtualBox, VMware

IT Support & ITSM Tools: Tier 1/2 Troubleshooting, Zero-Touch IAM Onboarding/Offboarding, Jira, Zendesk, Spiceworks, RDP, TeamViewer, SSH, Knowledge Base & SOP Documentation

Languages: English (Fluent), French (Professional), Portuguese (Native), Spanish (Fluent)

IT & SYSTEMS EXPERIENCE

IT Systems & Support Administrator | Take Trips MES (Nonprofit) | Remote | June 2026 – Present

- Engineered and maintain a zero-touch identity onboarding and offboarding workflow using Bash scripting and GAM (Google Apps Manager), automating user provisioning, group permissions, shared drive access, and security policies across Google Workspace.
- Deployed and administer a centralized Spiceworks ticketing workflow to triage, prioritize, and track Tier 1–2 support requests, creating historical incident analytics to eliminate recurring technical bottlenecks.
- Diagnose and resolve daily end-user incidents spanning account authentication, DNS/GoDaddy domain records, endpoint OS configuration, VPN/network connectivity, and cloud collaboration platforms.
- Authored step-by-step Standard Operating Procedures (SOPs) and self-service troubleshooting guides, cutting new-hire onboarding time and reducing repetitive password and access tickets.

TECHNICAL INFRASTRUCTURE & AUTOMATION PROJECTS

Multi-OS Linux Infrastructure & Ansible Automation Lab | Ansible, Debian, Ubuntu, Fedora, Apache, MariaDB, Samba

- Architected a multi-node Linux virtual environment and authored idempotent Ansible playbooks to automate package deployment, user/group lifecycle, SSH key hardening, and firewall configurations across

heterogeneous distributions.

- Deployed, hardened, and documented core enterprise services—including DNS, Apache web servers, MariaDB databases, Dovecot/Postfix mail, and Samba file sharing—with full reproducible technical SOPs.

Enterprise Network Automation & Monitoring Lab | *Cisco IOS, Python, Netmiko, LibreNMS, OSPFv2, VLANs*

- Configured physical Cisco routers/switches and virtual topologies implementing multi-VLAN 802.1Q trunks, LACP EtherChannels, Rapid PVST+, Single-Area OSPFv2, Floating Static Routes, Extended ACLs, and NAT Overload (PAT).
- Developed Python and Netmiko scripts to execute SSH-based multi-switch VLAN provisioning, OSPF configuration pushes, and automated running-config backups, integrated with LibreNMS (SNMP) for real-time network telemetry.

Conf T Prep — Cisco CCNA 200-301 Exam Simulator | *React, TypeScript, Web Application*

- Designed and deployed an interactive web application featuring 302 CCNA v1.1 technical questions across all 6 blueprint domains, integrating a custom Spaced Repetition System (SRS), timed exam simulations, and subnetting calculators.

Windows Server Active Directory & Hybrid Networking Lab | *Windows Server, AD DS, DNS, DHCP, GPO, VirtualBox*

- Built a Windows Server Domain Controller environment in VirtualBox to manage Active Directory organizational units (OUs), group policies (GPO), password complexity enforcement, DHCP scopes, DNS lookup zones, and cross-platform connectivity.

EDUCATION & CERTIFICATIONS

AEC Preparation: Cisco CCNA & CompTIA Linux+ | Dawson College, Montréal, QC | Completed October 2026

Cisco Certified Network Associate (CCNA 200-301) | Official Exam Scheduled: November 14, 2026

Google IT Support Professional Certificate | Coursera | Completed October 2025

Microsoft Certified: Azure Fundamentals (AZ-900) & AI on Azure | Microsoft | Completed January 2025

OPERATIONAL LEADERSHIP EXPERIENCE

Operations Lead / Kitchen Manager | Zante Restaurant | Montréal, QC | April 2022 – Present

- Direct high-volume daily operations, triaging time-critical operational bottlenecks and maintaining strict quality SLAs under intense pressure.
- Standardize training procedures to accelerate staff onboarding and coordinate preventative maintenance and emergency equipment repairs with external vendors.

Co-Founder & Operations Technology Lead | Kitamura Telhas | Paulínia, SP, Brazil | 2006 – 2016

- Implemented cloud-backed customer database systems, automated backup workflows, and remote vendor access; optimized logistics routing to cut delivery costs by 30%.