



**Ricardo Pita de Sousa Maciel**

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## **1. Professional Summary**

Experienced IT professional with over 20 years of expertise in IT infrastructure, cybersecurity, and technical training. Adept at implementing innovative solutions to enhance business operations, optimize system performance, and improve end-user support. Demonstrates exceptional leadership in Agile project management, delivering results aligned with strategic organizational objectives.

## **2. Key Achievements**

### **a. IT Optimization**

Reduced downtime and improved operational efficiency by redesigning IT systems for increased reliability.

### **b. Cybersecurity**

Successfully implemented advanced data protection protocols, ensuring regulatory compliance and securing critical assets.

### **c. Technical Training**

Designed and delivered IT courses to over 500 learners, enhancing workforce technical capabilities.

### **d. Agile Leadership**

Managed HR operations for 150 employees across Portugal, France, and Spain, ensuring seamless resource coordination.

## **3. Technical Skills**

### **a. IT Systems**

Proficient in Microsoft Office Suite, IT infrastructure management, and server optimization.

### **b. Cybersecurity**

Advanced knowledge in data protection and compliance standards.

**c. Project Management**

Skilled in tools like Trello, Asana, and Microsoft Project, with expertise in managing timelines and deliverables.

**d. HR Systems**

Experienced with SAP, BambooHR, and payroll management systems.

**e. Data Analysis**

Competent in Tableau, Power BI, and operational data visualization.

**f. Languages**

Multilingual capabilities in Portuguese (native), English (fluent), French (intermediate), and Spanish (intermediate).

**4. Professional Experience**

**a. IT Manager and Project Lead**

- R.S. Informática, Portugal | 2017 – 2023
- Optimized IT infrastructure, reducing downtime by 30%.
- Delivered 20+ digital solutions, achieving a 35% improvement in client satisfaction.
- Spearheaded cross-functional teams to meet project milestones on time and within budget.

**b. IT Trainer**

- CER Centro de Estudos Regionais, Portugal | 2018 – 2022
- Designed and delivered courses on Microsoft Office, web development, and Adobe Suite.
- Enhanced learning outcomes through adaptive teaching and practical exercises.
- Trained over 500 learners, equipping them with industry-relevant IT skills.

**c. Administrative and HR Specialist**

- MetalWork Company, Portugal | 2022 – 2024
- Recruited 150+ professionals, aligning hiring strategies with business goals.
- Managed international client projects, optimizing resources and budgets.
- Boosted team productivity by 20% through advanced scheduling tools.

**5. Education & Certifications**

- Bachelor's in Business Management (Incomplete) – University Fernando Pessoa, Portugal
- Certifications:
  - Artificial Intelligence Fundamentals (Coursera)
  - Cybersecurity Fundamentals (Coursera)
  - Enterprise Design Thinking Practitioner (IBM)
  - Project Management Fundamentals (Coursera)
  - Advanced Excel and SEO Optimization (Coursera)

## **COVER LETTER**

Dear Recruiter,

I am writing to express my keen interest in joining your esteemed organization in a role that leverages my extensive experience in IT infrastructure, cybersecurity, and project management. With over two decades of experience, I have consistently demonstrated my ability to implement innovative solutions that optimize operations and deliver measurable results.

In my previous role as IT Manager at R.S. Informática, I led cross-functional teams to redesign IT systems, achieving a 35% improvement in service delivery. Additionally, my experience as an IT Trainer allowed me to upskill over 500 professionals, fostering a technically proficient workforce. My administrative expertise, honed at MetalWork Company, enabled me to enhance team productivity by 20% through strategic scheduling and resource allocation.

Beyond my technical skills, I bring a passion for collaboration and problem-solving. My multilingual capabilities (Portuguese, English, French, and Spanish) allow me to navigate diverse environments, ensuring effective communication and cultural understanding. Furthermore, my certifications in Artificial Intelligence and Cybersecurity reflect my commitment to staying at the forefront of technological advancements.

I am confident that my skills and experience align with your organization's objectives, and I am eager to contribute to its continued success. I would welcome the opportunity to discuss how my background can benefit your team.

Thank you for considering my application. I look forward to the possibility of contributing to your organization.

Best regards,

Ricardo Pita de Sousa Maciel

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