

Cláudio Gonçalves

Senior IT Solutions Architect | Cloud & Infrastructure Specialist | Emerging Technology Leader | Banking & Energy Sectors

Summary

Senior IT Solutions Architect with over 20 years of progressive experience bridging technical excellence and business operations across Angola's banking and energy sectors. Currently designing enterprise IT solutions at Angola LNG while building cross-disciplinary digital transformation and technology leadership skills. Strong foundation in cloud architecture (Azure), infrastructure management, and enterprise systems integration, with a track record of designing solutions that optimize operational efficiency while maintaining security and compliance in highly regulated environments. Particular focus on IT/OT convergence, industrial cybersecurity, and strategic technology planning for energy operations.

Experience

IT Solutions Architect

Sep 2018 – Present

Angola LNG · Luanda, Angola

- Design and evaluate complex IT solutions for critical energy infrastructure operations, maintaining 99.9% system reliability
- Lead hardware/software compatibility testing and technical risk assessment across cross-functional teams
- Provide strategic technical consulting to stakeholders on solution design and cost-benefit analysis
- Translate requirements from multiple operational departments into technical solutions supporting 24/7 energy operations
- Implement security frameworks addressing threats and vulnerabilities across industrial environments
- Mentor junior IT staff on enterprise solution design and security implementation best practices

Server Administrator

Aug 2013 – Sep 2018

Angola LNG · Luanda, Angola

- Managed critical server infrastructure supporting 24/7 energy operations with minimal downtime
- Administered Active Directory services for 500+ users across multiple operational departments
- Built automation that improved server-management efficiency by 30%, using SCCM for standardized patching and software distribution
- Supported SAP application servers critical to business operations
- Managed external domain services and DNS infrastructure
- Led security compliance audits ensuring adherence to industry regulations

Senior Information Technology Technician

May 2010 – Aug 2013

Menshen · Luanda, Angola

- Served as primary technical support contact for clients via phone and email
- Installed, configured, and maintained software and hardware components to meet organizational needs
- Managed network servers and technology tools, monitoring performance and optimizing efficiency
- Enforced system security through access controls, regular backups, and firewall configuration
- Mentored junior technicians and supported IT infrastructure projects

System Administrator

Oct 2004 – Jun 2010

BFA — Banco de Fomento Angola · Luanda, Angola

- Installed and configured software and hardware components for optimal system performance
- Managed network servers and technology tools, including monitoring and maintenance
- Implemented backup and recovery strategies to protect data and ensure business continuity
- Conducted regular system audits and security assessments to identify and remediate vulnerabilities
- Provided technical support to end users across the bank's operations

Information Technology Help Desk Support

Dec 1999 – 2004

Grupo ECIL · Luanda, Angola

- Primary technical support contact for clients via phone and email
- Performed remote diagnostics to identify and resolve technical issues
- Documented client interactions, issues, and resolutions accurately
- Escalated complex issues and collaborated with the team on timely resolution
- Mentored new team members on support best practices

Certifications

Enterprise Architecture Foundations — LinkedIn Learning, May 2025**Introduction to Cloud Computing** — IBM, Feb 2025**BCS Foundation Certificate in Architecture Concepts and Domains** — Koenig Solutions, Jun 2024**Certified Associate in Project Management (CAPM)** — Koenig Solutions, Jun 2024**ISO/IEC 27001 Foundation** — PECB, Dec 2023**AZ-305: Designing Microsoft Azure Infrastructure Solutions** — Koenig Solutions, Jul 2022**Certified Ethical Hacker** — EC-Council, Nov 2016**Cloud Security and DevSecOps Automation** — SANS Institute, Jun 2025**Introduction to IT Architecture** — LinkedIn Learning, Jan 2025**SFIA Fundamentals** — SFIA Foundation, Jun 2024**Cloud Security Knowledge (CCSK) Foundation** — Koenig Solutions, Dec 2023**AZ-500: Microsoft Azure Security Technologies** — Koenig Solutions, Nov 2023**AZ-303: Microsoft Azure Architect Technologies** — Koenig Solutions, Sep 2021**Computer Hacking Forensic Investigator v8** — EC-Council, Nov 2016

Exam 410: Installing and Configuring Windows Server

2012 — Microsoft, May 2013

Education

Universidade Jean Piaget de Angola

2000 – 2003

Colégio Elizangela Filomena

Ensino Médio

1996 – 1999

Languages

Portuguese

Native or bilingual proficiency

English

Full professional proficiency

Skills

Architecture & Cloud

Cloud-Native Architecture

Cloud Infrastructure

Microsoft Azure

Cloud Security

IT Infrastructure Management

Virtualization

Identity, Security & Risk

Identity and Access Management (IAM)

Information Security Management

ISO 27001

Vulnerability Assessment

Network Security

DevSecOps

IT Risk Management

Governance & Delivery

Risk Management

Project Management Fundamentals

Stakeholder Management

Regulatory Compliance

Quality Management

Systems & Automation

Active Directory

PowerShell Scripting

Automation

Server Administration

Microsoft Endpoint Configuration Manager (SCCM)

Performance Optimization