

Daniel Lopes

Cyber Defense & Adversary Emulation Specialist | AI Enthusiast & Innovator

🏠 Campelos – Torres Vedras

🌐 Portugal

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🚗 Driver's license



Passionate about IT and cybersecurity, leveraging AI-driven solutions like Copilot to enhance penetration testing, red teaming, and blue team collaboration. Experienced in identifying vulnerabilities, simulating attacks, and fortifying defenses with AI-assisted strategies. Committed to proactive security measures, incident response, and staying ahead of emerging threats by integrating intelligent automation. A valuable asset for securing digital landscapes in today's dynamic environment with AI-powered insights.



Skills

Windows 11 / Server 2019



macOS / Linux



Metasploit / Nmap



Burp Suite / Wireshark



GenAI / Prompt Engineering



Soft Skills

Rigorous

Conscientious

Punctual

Sense of service



Languages

Portuguese / French

Native languages

English

Fluent



LinkedIn

<https://daniel.chip7.ch>



2025 - Now

Work experience

Axians - Integration & Production Engineer (ENG,FR)(International - Logistics)

- IT support and production operations (N1/N2) on production environments.
- Incident and request management via JIRA and GLPI CMDB.
- Linux (RHEL) and Windows systems administration and troubleshooting.
- Infrastructure monitoring with Nagios / Centreon ensuring availability and reliability.
- Bash / PowerShell scripting for operational task automation.
- Supervision dashboards via ELK / Kibana / Grafana for proactive incident management.
- Daily collaboration with international IT teams in a French-speaking environment.

2023 - 2025

KLX - Integration Support Engineer (ENG,FR,PT)(Portugal)

- Analyzed and identified integration-related problems by reviewing logs, error messages, and client feedback.
- Developed and implemented solutions for integration problems to minimize downtime.
- Created and maintained comprehensive documentation for integration processes and troubleshooting procedures.
- Collaborated with cross-functional teams including developers, project managers, and QA to ensure successful integration.
- Developed and optimized Bash scripts with AI assistance, enhancing automation and efficiency in system operations.

2022 - 2023

Microsoft - Windows User Experience Support Engineer (ENG,FR,PT)(Portugal)

- Supported the customer support experience at Microsoft.
- Troubleshot issues in Microsoft Azure Virtual Desktop.
- Owned, troubleshot, and solved customer technical issues, using collaboration, troubleshooting best practices, and transparency within and across teams (e.g. swarming).
- Created and maintained incident management requests for the product group or engineering group.
- Identified cases requiring escalation (either technically or strategically).
- Supported and advised customers on new developments of Microsoft Azure Virtual Desktop.

2021 - 2022

Claranet Portugal - Deskside Support Technician (Portugal)

- Provided support to IT and non-IT users.
- Used ServiceNow, GLPI, and Remedy.
- Active Directory management.

2018 - 2021

System and Network Administrator - Altsys Sarl / Xefi (Switzerland)

- Complete installation of a Windows-based multi-system (Firewall, routing, VPN, RDP, domain controller, Active Directory, and Trend Micro).
- Installed and troubleshot workstations under Windows, Mac, and Linux.
- Provided customer support by phone and on-site.

2018

Technical Support Collaborator - Optimiso Group SA (Switzerland)

- Provided customer support via hotline, ensuring 1st and 2nd level support.
- Coordinated and monitored internal and user technical support via ticketing tools.
- Installed software and resolved technical problems in a Microsoft environment.



2023 - 2024

Cybersecurity Academy Rumos PT

- CompTIA Security+ / CompTIA Cybersecurity Analyst+
- Certified Ethical Hacker / ISO IEC 27001 (EXIN) / M_o_R Certification
- Certificação Rumos Expert (CRE): Auditor de Segurança

2022 - 2023

Microsoft Azure Virtual Desktop and RDS training for support

- Internal Microsoft learning path to use and troubleshoot Azure Virtual Desktop and RDS.

2004 - 2007

Diploma - Computer Technician

- IEFP - Centro de Formação Profissional de Lisboa para o Sector Terciário
- Training as a European Level 3 COMPUTER Technician. Final score: 15/20.