Rafael Manuel da Costa Baptista

Portugal • +351 915029193 • Rafael44p@gmail.com• LinkedIn



Professional Summary

IT Consultant, EUC Engineer, and System Administrator with hands-on experience managing enterprise endpoint environments and IT infrastructure across global organizations. Specialized in modern workplace technologies including **Microsoft Intune, Active Directory, Azure AD, Windows Server, and Microsoft 365**, supporting secure and scalable device management across **Windows, macOS, iOS**, and **Android** platforms.

Experienced in enterprise device lifecycle management, Windows deployment engineering, policy management, and automation using PowerShell, helping standardize environments and improve operational efficiency. Contributed to initiatives such as Windows 11 enterprise rollouts and the transition from traditional Group Policy to cloud-managed Intune policies, supporting controlled deployments and service stability.

Known for being technically curious and highly versatile, with experience spanning systems administration, endpoint security, automation, and infrastructure troubleshooting. Experienced in supporting day-to-day service operations, incident resolution, and continuous improvement of endpoint environments within global teams.

Passionate about building practical solutions that improve reliability, security, and usability while supporting long-term scalability. Able to bridge technical implementation with operational needs, contributing to consistent and dependable Digital Workplace services.

Outside of professional environments, I enjoy experimenting with home server infrastructure, electronics, automation, and 3D printing projects, which allows me to continuously expand my technical knowledge and hands-on skills.

Work Experience

IT Consultant / EUC Engineer (Digital Workplace & Endpoint Management)

OM – Digital Solutions (Tata Consultancy Services)
January 2022 – Present

Provide enterprise IT consulting and operational support within a global environment, focusing on endpoint management, infrastructure administration, and cybersecurity.

Key contributions include the design, deployment, and management of modern endpoint infrastructure using Microsoft technologies.

Key Projects
Enterprise Windows 11 Deployment
• Participated in a **staged Windows 11 rollout across EMEA and the Americas**
• Prepared systems and deployment workflows to ensure compatibility and stability
• Implemented and maintained Intune configuration profiles and policies to ensure consistent and secure endpoint configurations across environments to maintain standardized configurations and security baselines.
• Assisted with rollout coordination and endpoint readiness across multiple regions

Modern Endpoint Policy Management (GPO → Intune)
• Contributed to the **migration of traditional Active Directory Group Policies to Microsoft Intune configuration profiles**
• Helped modernize endpoint management by transitioning from **domain-based policy control to cloud-managed device policies**
• Implemented **Intune configuration profiles and compliance policies** to replace legacy GPO functionality
• Supported testing, validation, and controlled rollout of new policies to ensure stability and minimize service disruption to ensure consistent device behavior across environments

Enterprise Endpoint Standardization
• Designed and maintained **custom golden Windows images** used for enterprise device deployments
• Standardized system configurations, drivers, and baseline applications
• Improved deployment reliability and reduced manual configuration during device provisioning

Endpoint & Device Management
• Manage enterprise device infrastructure using **Microsoft Intune and Azure AD**
• Support and manage **cross-platform endpoints including Windows, macOS, iOS, and Android devices**
• Implement **device compliance policies, encryption requirements, and configuration baselines**
• Enforce security standards including **passcode policies, device restrictions, and secure access controls**
• Manage **application distribution, updates, and lifecycle management** via Intune and Mobile Application Management (MAM)
• Maintain **device inventory, reporting, and compliance monitoring** across the managed environment
• Support **endpoint lifecycle management** including provisioning, configuration, maintenance, and retirement
• Manage **device provisioning processes and endpoint configuration standardization**
• Optimize **deployment workflows to improve rollout reliability and reduce manual configuration**

Identity & Access Management
• Administer and maintain **Active Directory and hybrid Azure AD environments**
• Manage **user accounts, group structures, and role-based access controls**
• Implement and maintain **Group Policy configurations** for security and operational standards
• Configure **identity and access policies including password policies and authentication controls**
• Support **certificate services and secure authentication mechanisms**

Automation & Systems Administration
• Develop PowerShell automation scripts to streamline administrative processes
• Automate reporting, system configuration, and endpoint management tasks
• Improve operational efficiency by reducing manual administrative workloads

Service Operations & Delivery
• Supported daily Digital Workplace operations within a global environment, ensuring endpoint and user service continuity
• Participated in incident response and troubleshooting to restore service availability and minimize user impact
• Contributed to problem identification and root cause analysis for recurring endpoint and configuration issues
• Assisted in coordinating changes to endpoint configurations and policies in controlled environments
• Monitored device compliance, deployment status, and operational health across managed environments
• Collaborated with cross-functional and international teams to ensure consistent service delivery

Security Operations
• Respond to malware, phishing, and security incidents
• Investigate phishing attempts and coordinate blocking actions
• Support containment and remediation of endpoint security threats
• Assist with enterprise security policy enforcement

IT Operations & Collaboration
• Provided advanced technical support and troubleshooting, contributing to incident resolution and service continuity
• Managed IT assets and supported incident and request handling through GLPI, ensuring proper tracking and resolution of service issues
• Document internal IT procedures and user support documentation
• Collaborate with global IT teams to maintain operational continuity
• Contributed to maintaining operational standards aligned with IT service management best practices (incident, change, and problem handling)

GLPI Management
• IT Asset Management
• Incident, Request, and Problem Management
• Knowledge Base administration
• Inventory and reporting dashboards
• Device integration for automated asset tracking and inventory management

IT Specialist / Multimedia / Electrician

Sevenbits
Nov 2017 – Dec 2019

Worked in a highly multidisciplinary role covering IT support, electronics, networking, and web development.

Key responsibilities included technical support, infrastructure installation, and custom development.
• Hardware assembly and custom PC building
• Laptop, computer, and mobile device repair (Android and Apple)
• Installation and configuration of operating systems and software
• Network infrastructure installation and configuration
• CCTV and alarm system installation
• Creation and maintenance of websites and e-commerce platforms using OpenCart
• Development of custom OpenCart modules including payment and booking systems
• Setup and configuration of cryptocurrency mining systems
• Creation of technical manuals and product documentation
• Maintenance and repair of electric scooters, motorcycles, and lithium battery systems

Civil Ironworker

Paulifoz
Jul 2020 – Aug 2020

• Construction of metal structures including gates, fences, and roofing systems
• Installation of automated gate systems
• Maintenance and troubleshooting of mechanical and electrical components

Air Conditioning Installation Technician

Verdalgoritmo
Sep 2017 – Oct 2017

• Installation of residential and commercial air conditioning systems
• Maintenance and diagnostics of HVAC equipment

Graphic Designer

Laser Print
Jul 2015 – Aug 2016

Worked in a small production and design environment where creative work was closely tied with physical manufacturing and printing equipment.
• Photo editing and image correction using **Adobe Photoshop**
• Design of flyers, banners, promotional materials, and marketing assets using **Adobe Illustrator**
• Creation of **vector paths for laser cutting and engraving machines**
• Preparation of files for **large-format printing, vinyl cutting, and engraving**
• Layout and preparation of **product catalogs, signage, and promotional materials**
• Operation and calibration of **laser engraving and cutting machines**
• Assistance with **offset and digital printing processes**
• Preparation of files for **vinyl signage and window graphics installation**
• Basic troubleshooting and maintenance of printing and engraving equipment
• Installation of signage and window displays

Education

Cybersecurity Specialization (Level V) 2020 – 2021
Centro de Emprego e Formação Profissional de Coimbra

Multimedia Course (Level IV) 2011 – 2015
Agrupamento de Escolas Martinho Árias

Restaurant & Bar Course (Level IV) 2010 - 2011
Agrupamento de Escolas Martinho Árias

Internship

Cybersecurity Intern – Cyberprotech – 2021

- Network configuration (routers and switches)
- Website penetration testing
- Cybersecurity incident monitoring
- Virtual machine environments for testing
- Data recovery after security incidents
- Development of Python, C and C++ programs

Designer Intern – Laser Print - 2015

- Assisted with photo editing and image preparation using **Adobe Photoshop**
- Helped design flyers, banners, and promotional materials using **Adobe Illustrator**
- Supported file preparation for **printing, vinyl cutting, and laser engraving**
- Assisted with **basic design adjustments and layout preparation** for production

Technical Skills

Core Technologies
Microsoft Intune • Azure AD • Active Directory • Windows Server • Microsoft 365 • PowerShell • Endpoint Security • Device Compliance • Enterprise Windows Deployment

Systems & Infrastructure
Windows Server
Active Directory
Azure AD
Group Policy
Microsoft 365

Endpoint Management
Microsoft Intune
Mobile Device Management (MDM)
Mobile Application Management (MAM)
Windows Deployment
Golden Images
Enterprise Device Provisioning

Security
Endpoint Security
Phishing Investigation
Malware Containment
Access Control Policies

IT Operations
GLPI
Asset Management
Incident Management
Change Coordination
Problem Identification & Root Cause Analysis
Service Monitoring & Reporting
System Documentation

Programming & Technical Curiosity

My interest in programming started early while experimenting with game servers for GTA SA-MP, where I became fascinated with the server-side mechanics of multiplayer systems. These servers used PAWN, a C-based scripting language, which motivated me to start learning programming in order to build and customize my own server environments.

From there I continued exploring programming and automation tools, eventually expanding into several languages and scripting environments used for both personal projects and professional automation.

Languages and technologies I have worked with include:
- PowerShell (automation and system administration)
- Python
- C / C++
- Java
- JavaScript
- HTML & CSS
- PHP

I enjoy using programming primarily as a tool for automation, experimentation, and problem solving, especially when building systems or infrastructure.

Languages

Portuguese – Native
Dutch – Native
English – Fluent

I was born and raised in the Netherlands to Portuguese parents, which allowed me to grow up speaking both **Dutch and Portuguese from an early age**. English became a third working language through education and my long-standing interest in technology, programming, and online technical resources.
This multilingual background allows me to communicate comfortably in international environments and collaborate with teams across different regions.

Personal Strengths

Communication
Strong communication skills developed through customer-facing technical roles and internal collaboration with global IT teams.

Leadership
Experience mentoring interns and coordinating operational tasks when supervisors were absent, ensuring continuity of operations.

Multiskilled
Comfortable working across multiple technical disciplines including systems administration, security, hardware repair, networking, and automation.

Reliable & Responsible
Known for punctuality, reliability, and delivering high-quality work within deadlines.

Personal Interests
Outside of work I enjoy exploring technology and building small projects that help expand my technical knowledge.
- **Home server infrastructure** – maintaining and experimenting with my own servers for various services and projects
- **3D printing and design** – creating small functional components and prototypes for practical uses
- **Electronics and hardware experimentation** – designing small electronic circuits and troubleshooting hardware systems
- **Technology research** – exploring new technologies, infrastructure solutions, and emerging IT trends
- **Programming projects** – experimenting with automation, scripting, and server environments
- **Movies, Series, and Games** as a way to relax and disconnect after technical work
- Music while working, which helps maintain focus and flow
- Cooking for friends and family
- Exploring new locations and traveling