



Miguel Magalhães

Work permit: Portuguese **Nationality:** Portuguese

Date of birth: 10/05/2003 **Place of birth:** Porto, Portugal **Gender:** Male

 **Phone number:** (+351) 918860342

 **Email address:** miguel.softeng@gmail.com

 **Website:** <https://www.miguelangelodiasmagalhaes.online>

 **Home:** Rua Central de Balseilhas, N°818, Campo-Valongo, 4440-033 Porto (Portugal)

ABOUT ME

I am a dynamic, results-oriented professional with a strong passion for cybersecurity — a field in which I continuously deepen my knowledge through personal projects, online courses, and hands-on lab practice. I value teamwork, knowledge sharing, and the ability to quickly adapt to new technical challenges. I am committed to delivering an excellent experience to both clients and colleagues, combining empathy, clear communication, and critical thinking.

Dedicated to continuous learning, I am ready to contribute with commitment, creativity, and a strong security mindset, helping organizations protect their digital assets and evolve safely in an increasingly connected world.

WORK EXPERIENCE

 **NewCoffee – Indústria Torrefatora de Cafés, S.A.** – Paredes, Portugal

Website: <https://www.newcoffee.pt/pt/> | **Email address:** miguel.magalhaes@newcoffee.pt | **Name of unit or department:** Direção Sistemas de Informação - **Business or sector:** Information and communication

Web developer

[28/11/2025 – 02/07/2026]

- Provided 1st line technical support to internal users within the Information Systems Department;
- Diagnosed and resolved hardware and software issues in Windows environments;
- Configured and maintained computers, printers, and peripheral devices;
- Managed user accounts, permissions, and access control;
- Supported IT infrastructure, networks, and equipment;
- Provided support for internal applications and ERP systems;
- Logged, tracked, and followed up technical support tickets;
- Developed and maintained company websites and web applications;
- Provided front-end and back-end support using Python, HTML, SQL, PHP, React, CSS, and JavaScript;
- Implemented new features, bug fixes, and performance improvements for internal systems and websites.

 **Staples Portugal, S.A.** – Ermesinde, Portugal

IT Support Technician (Part-time)

[03/02/2025 – 03/08/2025]

- Providing technical support to clients and colleagues (diagnosis and resolution of hardware/software issues);
- Maintenance and troubleshooting of POS terminals and SRDS software;
- Customer service, product advising, and in-store stock replenishment;
- Collaboration with sales and logistics teams to ensure high service levels;
- Recording and monitoring incidents on the internal platform;
- Meeting daily targets and preparing performance reports.

 **Aquário Eletrónica** – Porto, Portugal

Intern (Workplace Training)

[01/02/2024 – 31/07/2024]

- Development of Python scripts for web scraping and automation;
- Basic administration of Microsoft SQL Server and support in integration with the Primavera ERP;
- Support for local network infrastructure and collaboration with the systems team;
- Task planning, time management, and documentation organization;
- Preparation of weekly progress reports;
- Final performance evaluation: **18/20**.

EDUCATION AND TRAINING

Bachelor's Degree in Computer Engineering

Instituto Superior Politécnico Gaya [2022 – Current]

City: Porto | Country: Portugal | Website: <https://ispgaya.pt/pt/ensino/oferta-formativa/licenciaturas/engenharia-informatica>

Higher Technical Professional Course in Computer Networks and Systems

Instituto Superior Politécnico Gaya [2021 – 2024]

City: Porto | Country: Portugal | Website: <https://ispgaya.pt/pt/ensino/oferta-formativa/ctesp/redes-e-sistemas-informaticos> | Field(s) of study: Information and Communication Technologies: • Software and applications development and analysis | Final grade: 16 | Level in EQF: EQF level 5

High School – Science and Technology Program

Escola Básica e Secundária de Campo [2018 – 2021]

City: Porto | Country: Portugal

CERTIFICATIONS

[Cisco Networking Academy]

Additional Training and Certifications in IT & Artificial Intelligence Additional Training and Certifications in IT & Artificial Intelligence

- **AI Fundamentals (Cisco & IBM SkillsBuild)** – Fundamentals of AI: machine learning, deep learning, NLP, computer vision, and AI ethics;
- **AI with IBM Watson Studio** – Practical AI applications, chatbots, neural networks, and projects using IBM Watson Studio;
- **Computer Hardware Basics (Cisco Networking Academy)** – Knowledge in PC, laptop, and mobile device maintenance;
- Additional courses via Udemy in **[Python, Cybersecurity, Networking]**.

Mode of learning: Hybrid

Link: <https://www.credly.com/users/miguel-magalhaes/badges#credly>

LANGUAGE SKILLS

Mother tongue(s): Portuguese

Other language(s):

English

LISTENING B2 **READING** B2 **WRITING** B2

SPOKEN PRODUCTION B2

SPOKEN INTERACTION B2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

SKILLS

Python / SQL - Programming Language (Database) / SQL Database Development / SRDS / JavaScript / Microsoft Office / ERP Primavera / HTML, PHP, CSS and MySQL / Databases (SQL Server and MySQL) / Proficient in Microsoft Office tools: Word, Excel, PowerPoint, Outlook, and Teams / Operating Systems and Distributed Systems / Digital Systems / Cisco Packet Tracer / Teamwork / Quick Learner of New Software / Cybersecurity

DRIVING LICENCE

Driving Licence: B

HOBBIES AND INTERESTS

Ongoing IT & AI Education: In my free time, I enhance my skills in technology and artificial intelligence through certified courses, including:

- **Cisco Networking Academy** – Computer Hardware Basics;
- **IBM SkillsBuild** – AI Fundamentals & AI with IBM Watson Studio;
- Additional courses in Python, networking, and cybersecurity via Udemy.

Links: <https://www.udemy.com> | <https://learningnetwork.cisco.com/s/>

Cybersecurity and Networking In my free time, I focus on independent research in cybersecurity and networking, developing practical projects and technical articles that I share with the community. This continuous learning is supported by personal labs, white paper study, and active participation in specialized forums.

- Creation of virtual labs (VMs and containers) for penetration testing and vulnerability assessment;
- Development of Python/Bash scripts to automate system hardening and log analysis;
- Reading and publishing articles on network security, key management, and incident response on LinkedIn;
- Implementation of network topologies with VLANs, IDS/IPS, and VPNs, documenting best practices for segmentation and defense in depth.

This research allows me to strengthen critical skills for protecting digital assets and supporting IT teams in building more secure and resilient environments.