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| **Name** |  | Michael  [Michael.372765@2freemail.com](mailto:Michael.372765@2freemail.com) |
| **Current Position** | SWIFT and Hosting support at Trustlink’s Service Bureau |
| **Nationality** | Mozambican |
| **Date of Birth** | 1988/05/13 |
| **Gender** | Male |
| **Current Role** | SWIFT (Society for Worldwide Interbank Financial Telecommunications) and Hosting first line of support as well as customer onboarding, technical and message assistance. |
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| |  | | --- | | **Professional Summary** |  |  |  | | --- | --- | | 2015 – Current | **Trustlink**  *SWIFT and Hosting Technical Support*  **Core Skills**   * SWIFT environment administration * SWIFT Fin/Interact/ Fileact message support * SWIFTAlliance Access as an operator and administrator * SWIFTAlliance Gateway operational and administrator roles * SWIFT environment backups and restore; patch installations and upgrades * Fin Messaging System troubleshooting and support * SWIFTAlliance Access Security requirements and best practices * FIN Connect services * Browse services * SWIFT token and certificate administration * SWIFTNet Link 7.0 installations * Hardware Security Module (HSM) installation and administration * Certified on SNL 7.0, 7.1 and preparing for 7.2 certification in October 2017   **Responsibilities**   * Monthly update of SWIFT Reference Data on Alliance Access * Alliance Access Security Officer to 80 institutions including 2 Reserve Banks * Certificate Administrator on O2M to 84 institutions * Alliance Web Platform support for RMA, SWIFT incoming and outgoing messages * Assist and resolve queries as well as anticipate SWIFT payment related issues customers might experience * Monitor the environment (SWIFT and locally hosted services) for uptime and 99,9% availability * SWIFT Security Officer for the institutions that make use of Trustlink’s environment * Monitor the SWIFT servers, HSM, routers partner connections for up-time * Provide assistance in payment compliance and regulation applications such as FIRCOSOFT and SWIFT’s Sanction Screening * FIRCOSOFT administrator for the bureau customers * Assist in SIRESS and RTGS set-up to the service bureau customers * Monitoring of security events and logs for unusual operator and system activity. * Monitoring and first line of support of file transfer systems (Axway, Connect:Direct & IBM MQ) * Assist new customers on onboarding onto the SWIFT network through the service bureau. * Assist customers in projects related to messaging standards, Banking Core Application upgrades and streamlining operations to adhere to best security practices and local legislative requirements. | | 2011 – 2014 | **Urano Moçambique,** **Lda**  *In-house IT technician*  **Responsibilities**   * Oversight of day-to-day operations and maintenance of the IT infrastructure | | 2010 – 2011 | **CGT Informática**,  *Hardware and Software trouble-shooter*  **Responsibilities**   * Provided assistance in software testing and sales of custom applications. * Diagnosed hardware malfunctions in computers * Provided support on network related troubleshooting * Documented and maintained all computer systems and network infrastructure | |
| **\**   |  | | --- | | **Educational Summary** | |
| |  |  | | --- | --- | | 2011 - 2014 | University of Saint Thomas of Mozambique (Maputo, Mozambique)  BSc Computer Science (Hons.)   * Class representative * Member of Student Association founding body * IEEE member * Published honours thesis on “Challenges Facing ICT Education in Mozambican Public Secondary Schools” | | 2007 - 2009 | University of Pretoria (Pretoria, South Africa)  Bcom Business Management with electives in Marketing and Economics   * International Student Association Treasurer (2008) * Mozambican Student Association Founder (2009) | | 1994 - 2006 | Trichardt School for Christian Education (Maputo)   * IEB curriculum, with distinctions in English and Geography | |  |  | |

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| **Personal Skills** |
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* Punctual, disciplined and organized
* Adaptable
* Confident
* Capable of working in a group or individual setting
* High sense of responsibility and integrity
* Reliable
* Diligent
* Detail Orientated
* Eager to learn

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| **Languages** |

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| **Mother tongue** |  | Dual, Portuguese and English |  |  |
| * I am a native English and Portuguese speaker with excellent verbal and written capabilities. * I have elementary understanding of German.   **Interests & Hobbies** | | | | | | |
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* Japanese Brain Teasers
* Ubuntu community contribution
* Football

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| **References** |

* **References available on request**