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| **Name** |  | Michael 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** |

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| 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.
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| 2011 – 2014 | **Urano Moçambique,** **Lda***In-house IT technician* **Responsibilities*** Oversight of day-to-day operations and maintenance of the IT infrastructure
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| 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
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| **Educational Summary** |

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| 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”

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| 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)
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| 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**