



ANDRÉ SALAZAR

Senior Coordinator | End User Services

CONTACT

Barreiro / Lisbon, Portugal
salazar_s4@hotmail.com
+351 963 690 089
linkedin.com/in/ansalazars4

LANGUAGES

Portuguese - native
English - advanced
French - basic

PROFESSIONAL FOCUS

Leadership of technical profiles
End User Services
Asset Management
Customer Service
Desktop Management

TOOLS & DOMAINS

SCCM / MECM
Jamf Pro
Intune / GPO
ServiceNow / ITSM
Nexthink / Desktop Analytics
Governance, compliance and standards

KEY COMPETENCIES

Technical leadership
Operational management
IT procurement
Automation and standardisation
Stakeholder communication
Documentation and continuous improvement

ANDRÉ DE CARVALHO SALAZAR

IT Senior Manager | Senior Coordinator | End User Services | Desktop & Endpoint Management

ABOUT ME

IT professional with a career that began in 2008 in support, systems administration, application management, Service Desk operations and endpoint management, evolving consistently into roles of technical leadership and operational coordination. I have a particular interest in leading technical profiles, building autonomous teams and shaping sustainable ways of working, grounded in documentation, ownership, standards, compliance and continuous improvement. I currently work in End User Services, structured around three pillars: Asset Management, Customer Service and Desktop Management.

I bring a combination of operational vision, proximity to the internal customer, execution capacity and a genuine interest in technology, automation and modern infrastructure.

PROFILE HIGHLIGHTS

- Continuous IT experience since 2008, from hands-on roles through to senior leadership.
- Creation, structuring and management of the Desktop Management function within the organisation.
- Leadership of technical teams, recruitment processes, project management, procurement and operational governance.
- Strong focus on user experience, operational efficiency, asset control, documentation and service improvement.
- Ability to operate across operations, strategy, vendors, procurement, technical teams and business stakeholders.

PROFESSIONAL EXPERIENCE

Senior Coordinator | End User Services | Deloitte, Lisbon | 2025 - present

- Responsible for the evolution of the area previously named Customer Service, now End User Services, structured around Asset Management, Customer Service and Desktop Management.
- Technical and operational leadership, service performance monitoring, stakeholder management, internal projects, area-related procurement and continuous improvement.
- Coordination of responsibilities including asset management, repairs, joiners and leavers, IT communications, licensing, internal training, ServiceDesk as a Service, iDesk/ITSM and support to geographies.

Head of Desktop Management | Deloitte, Lisbon | 2015 - present

- Founder and lead of the Desktop Management function, ensuring strategic direction, operational execution and cross-team alignment.
- End-to-end desktop and endpoint lifecycle management, including application deployment, frameworks, standards, compliance, policies, preventive analysis and management platforms.
- Technology domains: SCCM/MECM, SCCM Catalog, Jamf Pro, Framework, Desktop Analytics/Nexthink, Compliance & Standards, GPO, Intune and ARM.

Coordinator | Customer Service / Service Desk | Deloitte, Lisbon | 2022 - 2025

- Leadership of the Service Desk team with technical and operational accountability, internal projects, hiring and procurement of goods and services related to the area.
- Management of documentation, processes, service improvement, reporting and coordination with support areas, procurement and vendors.

Assistant Coordinator | Service Desk | Deloitte, Lisbon | 2020 - 2022

- Technical and operational coordination of the team, working across internal projects, hiring, procurement and process standardisation.
- Continued management of Desktop Management and reinforcement of documentation, compliance and standards models.

Team Leader | Service Desk | Deloitte, Lisbon | 2019 - 2020

- Accountable for the Service Desk team, including technical management, recruitment, team projects and area-related procurement.
- Consolidation of the Desktop Management function and its main domains: SCCM, catalog, Jamf, framework, desktop analysis, compliance, standards and GPO.

Supervisor | Service Desk | Deloitte, Lisbon | 2015 - 2019

- Coordination of the Service Desk technical component, management of internal projects,

documentation and processes.

- Creation and management of the Desktop Management team, focused on standardisation, deployment, frameworks, analysis and compliance.

Specialist | Service Desk | Deloitte, Lisbon | 2013 - 2015

- Technical coordination of the Service Desk, participation in internal projects, document management and creation of SCCM packages for workstations.
- Participation in VDI projects, browser and operating system migrations and evolution of the internal ticketing application.

Assistant | Service Desk | Deloitte, Lisbon | 2011 - 2013

- Coordination of the team's technical component, participation in internal projects, process improvement and support to the RHXXI application.

System Administrator / On-site Technician | CPCis, Lisbon | 2008 - 2011

- Systems administration and on-site support at client sites, including Secretaria Geral do Ministério da Educação and Santander Consumer Multirent.
- Management of the Qualitor HelpDesk, first-line support, server administration, Exchange, Active Directory, DNS, DHCP, IT estate imaging and application/hardware troubleshooting.

CURRENT SCOPE IN END USER SERVICES

The End User Services area is built on three complementary pillars:

- **Asset Management:** inventory, contracts, stocks, returns to the leasing provider, equipment charge-back, consumables, insurance, licensing and document control.
- **Customer Service:** iDesk/ITSM, SLAs, IT communications, internal training, ServiceDesk as a Service, support to geographies and joiners/leavers processes.
- **Desktop Management:** SCCM and catalog, Jamf Pro, Framework, Desktop Analysis/Nexthink, Compliance & Standards, GPO/Intune and Administrative Rights Management.

TECHNICAL AND MANAGEMENT SKILLS

Management and leadership: coordination of technical teams, senior profiles, hiring, structuring of responsibilities, delegation and development of autonomy.

Operations and ITSM: Service Desk, ServiceNow, iDesk, SLAs, reporting, processes, documentation and continuous improvement.

Endpoint and desktop: SCCM/MECM, application catalog, Jamf Pro, Intune, GPO, ARM, desktop analytics, compliance and lifecycle management.

Asset & procurement: asset management, contracts, stocks, repairs, returns, licensing, procurement and vendor relationships.

Infrastructure and support: Windows, Microsoft 365/Office, Exchange, Active Directory, DNS, DHCP, Linux, troubleshooting and technical documentation.

Transformation and automation: process standardisation, automation, dashboards, self-hosting, security, privacy and pragmatic adoption of technology.

EDUCATION AND CERTIFICATIONS

- Level 3 Course (CEF Type 6) - Installation and Management of Computer Networks, Escola Bento de Jesus Caraça, Lisboa (2000 - 2005).
- Microsoft Exchange Server 2010: Configuration; Enterprise Messaging Administrator on Exchange 2010.
- Microsoft Windows Server 2008: Server Administrator, Enterprise Administrator, Active Directory, Network Infrastructure and Applications Infrastructure.
- Microsoft Windows Vista Configuration; Business English - Pre Intermediate; Writing Skills; Articulate Studio.

PROFESSIONAL TRAITS

- Proactivity, learning ability, team spirit and a strong client and results orientation.
- Ease in building trust-based relationships with teams, internal customers, vendors and stakeholders.
- Attention to detail, a strong preference for structured documentation and focus on reducing dependencies through clear processes.
- Permanent interest in technology, security, automation, self-hosted infrastructure and practical use of AI/Copilot at work.

