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Daniel Santos

Versatile professional with experience across pharmaceutical manufacturing, aircraft maintenance, and IT systems support. Skilled in cGMP compliance, SOP execution, LIMS, DeltaV, SAP, process monitoring, and documentation accuracy within highly regulated environments. Strong IT expertise in Linux CLI, SSH, cPanel administration (DNS, email, SSL), networking fundamentals, remote support, WP-CLI automation, scripting, and troubleshooting. Pragmatic, detail-oriented, and driven to grow in roles combining technical rigor, digital innovation, and operational excellence.

Details

Nationality Portuguese Driving license B
Place of birth Lisbon Date of birth 07/11/1997

Education

High School Diploma, Escola Secundária Emídio Navarro

IT Systems Management, Escola Digital, Lisbon, Lisbon

January 2016 — January 2018

Skills

- ☐ cGMP production operations & Batch processing of active pharmaceutical ingredients (APIs)
- ☐ Equipment operation, start-up/shutdown, Clean-in-Place (CIP) & safety protocols
- ☐ LIMS, DeltaV, SAP, and logbook
- ☐ Cross-functional collaboration with management, engineers and technicians
- ☐ Strong safety mindset and regulatory compliance
- ☐ IT & Technical: Linux CLI, WordPress/Shopify basics, networking fundamentals

Languages

- ☐ Portuguese Native speaker
- ☐ English Native speaker

Employment History

Maintenance Technician at TAP Air Portugal, Lisbon

January 2023 — Present

- Operate and maintain aircraft systems in compliance with regulatory standards.
- Perform troubleshooting and repairs on various aircraft components.

- Monitor equipment performance to ensure operational efficiency and safety.
- Collaborate with engineering teams to implement maintenance solutions.
- Document maintenance activities and maintain accurate logs.

Production Operator at Hovione, Lisbon

January 2021 — January 2023

- Operated and monitored pharmaceutical production equipment in a cGMP environment.
- Executed batch operations in chemical reactors for active pharmaceutical ingredients, following SOPs.
- Performed in-process checks, sampling, and documentation using LIMS and logbooks.
- Collaborated with engineers and technicians on equipment start-up, shutdown, and troubleshooting.
- Ensured adherence to safety, cleanliness, and compliance standards (PPE, housekeeping, FOD awareness).
- Trained team members on cGMP practices and equipment handling.
- Conducted root cause analysis on production discrepancies to enhance processes.
- Implemented process improvements to increase efficiency and reduce waste.
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Maintenance Technician at TAP Air Portugal, Lisbon

January 2019 — January 2021

- Executed technical support for aircraft systems and components, ensuring compliance with industry regulations.
- Maintained technical manuals and procedures with precision, enhancing operational efficiency.
- Collaborated with cross-functional teams to improve maintenance processes and resolve technical issues.
- Monitored system performance and conducted troubleshooting to minimize downtime.
- Implemented safety protocols and best practices to uphold stringent safety standards.

Operational Assistant at Lisbon City Council, Lisbon

January 2018 — January 2019

- Optimized logistics and warehouse operations for municipal projects.
- Coordinated cross-departmental efforts to enhance operational efficiency.
- Monitored compliance with regulatory standards and safety protocols.
- Implemented inventory management systems to streamline processes.
- Supported IT integration for enhanced operational workflows.

Customer Support Representative at Altice, Lisbon

January 2017

- Provided exceptional customer service, resolving customer inquiries and issues promptly.
- Managed customer accounts, ensuring accurate updates and adherence to company policies.
- Collaborated with cross-functional teams to improve service delivery and customer satisfaction.
- Monitored service metrics, identifying trends to enhance operational efficiency.
- Trained new staff on customer service protocols and system usage.