



Date of birth: May 3rd, 1986
Nationality: Brazilian
Marital Status: Married

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PROFILE

Professional with broad experience in GNU/Linux systems and network administration with knowledge in Bash and Python. Highly analytical and detail oriented, engaged in continuous innovation and process optimization.

EXPERIENCE

05.2017 – 10.2019 **CrossEngage GmbH, Berlin, Germany** (Customer Data Platform, cross-channel marketing)

Senior DevOps Engineer, acting Team Lead since 03.2018

- Systems and services configuration management using Saltstack (~ 250 bare-metal servers)
- CI/CD pipelines: working together with both backend and data science teams on designing, implementing and enhancing CI/CD Jenkins pipelines
- Management of a 50-nodes (~ 51TB) Cassandra 2.2 cluster + secondary 8-nodes (641GB) Cassandra 3.0 cluster
- Management of a 60-nodes (~ 61TB) Elasticsearch cluster + 8-nodes (~ 4TB) Elasticsearch cluster for application logs
- Deployment, configuration and management of master+slave PostgreSQL servers (with pgBouncer)
- Configuration and management of a Kafka cluster for platform services
- Time series monitoring system using Telegraf + InfluxDB + Kapacitor, providing realtime monitoring with Grafana, alerts management with OpsGenie, besides performance and business metrics
- Service discovery and internal DNS using Consul + dnsmasq
- Automation and management of a 22-nodes Proxmox cluster used for the development environment
- Orchestration and configuration of a Hadoop cluster for providing highly-available HDFS storage for the backend
- Monitoring and management of other services such as: Kibana, Nginx, Tomcat, HAProxy (load-balancer), ProFTPd, TrafficServer (internal proxy), Keycloak (identity and access management), Zookeeper, Redis, Cassandra Reaper
- Extensive work with datacenter provider on improving network reliability and throughput by implementing LACP for multiple clusters, accomplished without downtime
- Responsible for refactoring backup procedures for PostgreSQL and application logs on off-site long-term cloud storage
- Planning and facilitating company-wide GDPR compliance
- Planning and design of future systems architecture
- Documentation and workflow

06.2015 – 03.2017 **R7.com, São Paulo** (news portal, owned by Grupo Record - the third largest media company in Brazil)

Systems Administrator

- Main point of contact between R7 and HyperOffice during a mail service migration (07/2015 to 09/2015)
 - Migration of 400,000+ active mail accounts (9,000,000+ in total)
 - Worked directly with Drew Morris (CTO at HyperOffice) on the data exchange and mailbox synchronization between mail service providers (25TB+).
- Promoted from the Operations Team to the Deployment Team after successful mail service migration
- Co-responsible for major datacenter migration from Rackspace to Hosting (01/2016 to 04/2016)
 - Setup of VMWare environment with 45+ Hypervisors and 1500+ virtual machines
 - Responsible for the NetApp storage system (NFS + iSCSI + backup)
 - Designed, configured and deployed the storage environment from scratch on the new datacenter for R7 and its partners
 - Worked with NetApp and Hosting teams on non-disruptive transition from 7-Mode FAS-3240 and FAS-2240 to Clustered Data ONTAP FAS-8040 and FAS-8020
- Configuration and maintenance of servers and services such as: Microsoft Active Directory, Apache, Bind, Chef, Elasticsearch, Git, Jenkins, LDAP, Logstash, MongoDB, MySQL, NGINX, Postfix, OTRS, RabbitMQ, Redis, SOLR, Squid, Tomcat7, Varnish, vsftpd, proftpd, Zabbix
 - Professional experience with Akamai's LUNA Control Center

- 02.2013 – 06.2015 **Braslink Network, São Paulo** (web-hosting company with offices in Brazil and in the US - Miami, FL)
Linux System Administrator (acting also as Windows System Administrator)
- Responsible for the maintenance of Linux and Windows servers and for keeping them up-to-date
 - Main point of contact for the resolution of complex technical issues (on-call on weekends)
 - Leader in the reorganization of the open tickets flow, optimization the process and reducing the maximum waiting time from up to 3 months to 1 day and the backlog of open tickets from 38 to zero
 - Development and implementation of new SLA for open tickets – up to 4 hours for customer service contact and problem resolution; currently, all clients receive final feedback in up to 30 minutes
 - Responsible for servers configuration and content migration:
 - Migration of 390 clients' websites in one morning, including the activation of the new server. Despite its complexity, the migration was a success and had only 3 open tickets (all of which easily closed)
 - Migration of servers systems from Windows Server 2003 to Windows Server 2008 R2
 - Migration of the newspaper *acheiusa.com* server from shared to VPS hosting; configured IIS, Microsoft SQL Server 2012, FTP and Firewall
 - Responsible for the deployment of Proxmox VE 3.2 – server virtualization platform
 - Responsible for the deployment of PHP+MySQL web systems for process automatization, including a system for the management of field technicians – integrated with OSTicket platform for the optimization of tickets closure
 - Co-responsible for the mailing infrastructure and for performing backups in all servers
- 04.2007 – 08.2010 **Laboratory of System Administration and Security (LAS) – “Institute of Computing”, UNICAMP**
Linux System Administrator - <http://www.lasca.ic.unicamp.br/~saffi/>

EDUCATION

- 01.2015 – 12.2016 **Faculdade de Informática e Administração Paulista (FIAP)**
Computer Engineering
- 01.2004 – 12.2012 **Universidade Estadual de Campinas (UNICAMP) – 2nd largest university in Brazil**
Computer Engineering (completed 245 credits out of 254)

LANGUAGES

Portuguese – Mother tongue
English – Fluent (private classes, Cambridge FCE with honors) / [Scored 643](#) on TOEFL ITP
German – Basic (self taught at first then private classes for 1.5 year)

SKILLS

Currently enrolled on courses for Kubernetes and AWS on Udemy
CompTIA Linux+ + LPIC-1 + SUSE CLA Certified
Microsoft MCSA Training (Courses # 6419, 6421, 6425 and 6433)