

# Jorge Heleno

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## Experience

- 2023–Present **Senior SRE**, *Singlestore*, Lisbon, Portugal.  
Management of 74+ kubernetes clusters using Terragrunt and Tanka. Focus on observability stack with Loki, Mimir, Pyroscope, and Jaeger. Development of developer tooling such as core dump extractor and large scale log querying.
- 2020–2023 **Senior Devops Engineer**, *Onfido*, Lisbon, Portugal.  
Management of cloud infrastructure as code (AWS, Kubernetes, Terraform, Helm, Gitlab-ci). Manage all the monitoring, alarmistics, logging, reporting application and business metrics. Advise and implement on application and infrastructure security best practises across the organization. Participate and drive on on-call rotations. Development of developer productivity tools in order to help developers.
- 2019–2020 **Site Reliability Engineer**, *Unbabel*, Lisbon, Portugal.  
Mange of cloud infrastructure as code (AWS, GCP, Kubernetes, Terraform, and Ansible). Manage all the monitoring, alarmistics, and logging infrastructure, reporting application and business metrics. Advise and implement on application and infrastructure security best practises across the organization. Participate on on-call rotation.
- 2018–2019 **DevOps Consultant**, *Syone, Alfragide, Portugal*.  
Designed Red Hat (RHEL) system architecture for secure file sharing for a client in the banking sector. Implemented Red Hat Openshift and integration with existing infrastructure in major bank and telco. Containerized existing applications. Automated deployment of applications and configurations using Red Hat Ansible for one major ISP.
- 2016–2018 **Systems Administrator**, *RNL, Instituto Superior Técnico, Lisbon, Portugal*.  
Manage a small team of junior system administrators. Management of infrastructure (approximately 150 physical machines). Management of distributed computing platform.
- Jul **Full-stack developer (intern)**, *Xpand-it, Lisbon*.  
2017–Sept Development of a Rest API to monitor test run times, in order to guarantee quality of  
2017 service.
- Jun **Front-end developer (intern)**, *Collab, Novabase, Lisbon*.  
2014–Aug Development of a new dashboard to report call-center statistics for call-center managers to  
2014 improve efficiency.

## Education

- 2016–2019 **Msc. in Information Systems and Computer Engineering**, *Instituto Superior Técnico*, Lisbon.  
Major in Distributed Systems and minor in Software Engineering.
- 2013–2016 **Bsc. in Information Systems and Computer Engineering**, *Instituto Superior Técnico*, Lisbon.

## Computer Science/IT Skills

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**Programming Languages** Bash, Golang, C, C++, Java, Python, React.

**Technologies** Ansible, Terraform, Kubernetes, Grafana, AWS, Prometheus and Grafana, Helm, Splunk.

**Markup Languages** HTML, XML.

**CICD tools** CircleCI, Argo rollouts, Flux, Gitlab CI.

## Open source contributions

- Hashicorp vault - LDAP client certificate authentication feature.
- Replicant - S3 storage backend feature.
- Cheat - Custom cheat sheets feature.

## Languages

- Portuguese - Native
- English - Fluent