

HELIO FERNANDES

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EXPERIENCE

Software Engineer

SystemFrame

2023 – Present

Remote

- Led migration from Docker to Kubernetes (K3s) in multi-tenant infrastructure, **reducing error rate by 45%** and achieving **180+ days uptime** with 98% SLA
- Architected observability platform for **10+ enterprise clients** (1,200 servers), processing millions of metrics/logs with VictoriaMetrics and custom Prometheus exporters
- Built custom exporters for multiple network providers (Aruba, Meraki, Zabbix), unifying heterogeneous infrastructure metrics into centralized dashboards
- Designed alerting pipeline integrating GLPI and ServiceNow with Redis deduplication, **reducing duplicate tickets by 95%** and accelerating N1/N2 team response time
- Created executive dashboards for leadership with SLA, availability and performance metrics, enabling real-time data-driven decision making
- Automated complete client onboarding flow via Terraform/Ansible and GitOps (ArgoCD/Helm), **reducing deployment time from days to hours**
- **Skills:** Python, TypeScript, Kubernetes, Terraform, Ansible, AWS, VictoriaMetrics, Prometheus, ArgoCD

Full Stack Developer

DAI-TEC

2019 – 2023

On-site/Remote

- Architected AI assistant platform for **5 CRM clients**, each running 2+ conversational assistants in production with LLMs, RAG (LlamaIndex) and LangChain
- Built integrations with Stripe for payments and WhatsApp Business API for automated support, processing thousands of monthly interactions
- Implemented ML pipelines with MLflow monitoring, **achieving 23% reduction in response time** and inference cost optimization on AWS
- Built scalable microservices architecture with Node.js and Python, maintaining **zero critical incidents** in production
- Collaborated in teams of up to 10 people (2 squads), implementing full observability with Prometheus/Grafana for model monitoring
- **Skills:** Python, LangChain, LlamaIndex, React, Node.js, AWS, MongoDB, Prometheus, Grafana

TECHNICAL SKILLS

Languages: Python, TypeScript, JavaScript, SQL, HTML/CSS

Frameworks: React, Next.js, Node.js, Express, Flask, LangChain, LlamaIndex

DevOps & Cloud: Kubernetes, Docker, Terraform, Ansible, Helm, AWS, ArgoCD, GitHub Actions

Databases: PostgreSQL, MongoDB, DynamoDB, Redis, VictoriaMetrics

Observability: Prometheus, Grafana, AlertManager, OpenTelemetry, Zabbix

Languages: Portuguese (Native), English (Intermediate)

BEYOND WORK

Technical blogging on medium.com/@heliosuns404. I write articles about software engineering, AI and productivity workflows.

Open Source: [Habit Tracker](#) – Open-source alternative to Notion for habit tracking, built with focus on simplicity and privacy.

EDUCATION

UNIFAEI

Bachelor of Science in Computer Science

Sao Paulo, Brazil

Oct. 2022 – Present