HELIO FERNANDES

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EXPERIENCE

Software Engineer
2023 – Present

SystemFrame
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
- Designed alerting pipeline integrating GLPI and ServiceNow with Redis deduplication, **reducing duplicate tickets by 95%** and accelerating N1/N2 team response time
- Automated provisioning via Terraform/Ansible and GitOps (ArgoCD/Helm), **accelerating discovery and implementation phases** for new clients
- **Skills:** Python, TypeScript, Kubernetes, Terraform, Ansible, AWS, VictoriaMetrics, Prometheus, ArgoCD

Full Stack Developer
2019 – 2023

DAI-TEC
On-site/Remote

- Built Generative AI solutions with LLMs, RAG (LlamaIndex) and LangChain for conversational automation, integrating Stripe and WhatsApp Business via microservices
- Implemented ML pipelines with MLflow monitoring, **achieving 23% reduction in response time** and cost optimization on AWS
- Collaborated in teams of up to 10 people (2 squads), maintaining **zero critical incidents** in production through observability with Prometheus/Grafana
- **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)

EDUCATION

UNIFAEL
Sao Paulo, Brazil

Bachelor of Science in Computer Science
Oct. 2022 – Present