



## LUCAS MACHADO

SysOps Analyst | Computer Engineer Student | Full Stack Developer

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[LinkedIn](#) | [GitHub](#) | [Portfolio](#)

 Portugal

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### SUMMARY

Developer & Systems Engineer with experience in critical infrastructure, automation, and web/mobile development. Built SaaS with React, TypeScript, Vite, Tailwind and Supabase/PostgreSQL (RLS, Auth, Storage, Edge Functions); hands-on with Ruby on Rails and Kotlin/Android projects. Proven ability to deliver end-to-end solutions, from backend to frontend, also operating in high-availability environments. Hands-on experience with webhooks/API integrations, Docker, and observability. Currently pursuing an MSc in Computer Engineering (Portugal) and seeking developer roles to apply and expand these skills.

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### WORK EXPERIENCE

#### **Kyndryl – SysOps Analyst**

*Dec 2024 – Present | Portugal*

- Monitored and managed critical production systems (Linux, Flexcube, Sifox, VMware, Dynatrace).
- Automated routines and incident handling using scripting and IBM Workload Scheduler (IWS).
- Collaborated with multidisciplinary teams, ensuring infrastructure stability and service continuity.

#### **Prefeitura Municipal de Maricá – Windows Server Specialist**

*Mar 2018 – Sep 2023 | Brazil*

- Implementation of ITIL as manager in 4 processes: Request Management; Incident Management; Problem Management and Service Desk.
- Management Service Desk with 6 people, use of metrics to reduce incidents and possible problems.
- Administered Windows Server and VMware vCenter environments.
- Led the Service Desk team, improved SLAs and reduced incident rates.
- Implemented monitoring solutions (Zabbix, Grafana) and Active Directory management.

- Ticket management and SLA compliance.
- Troubleshooting problems related to virtual machines in vCenter.
- Management of virtual machines in vCenter.
- User management in Active Directory.
- Printer management on the Print Server.
- Application management via APPVolume.

### **Perfil X Construtora – IT Technician**

*Jul 2015 – Aug 2017 | São Gonçalo, Brazil*

- Provided user support, computer maintenance, and local network administration.

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## **PROJECTS & DEVELOPMENT EXPERIENCE**

### **SIGNA – SaaS Platform for Primary Care**

*Personal project - [SIGNA](#)*

- **Full-Stack / Product (React, TypeScript, Vite, Tailwind, PostgreSQL)**
- “Netflix-like” course catalog with community features.
- AI assistants for healthcare professionals.
- Supabase Auth with role-based access and RLS across tables and storage buckets.
- Responsive frontend, CI/CD deploy pipelines, logging/monitoring, and security policies.
- Webhooks and API integration - Action-led: Designed and maintained webhooks + API integrations for payments and e-prescription.

### **SIGQ Document Management**

*Instituto Politécnico de Tomar*

- **Full Stack Developer (Ruby on Rails, PostgreSQL)**
- Web application for institutional document management, versioning, and cataloging.
- Implemented complete CRUD, access control, file upload, and efficient search.

### **Mobile Application – Time Capsule**

- **Mobile Developer (Kotlin, Android)**
- Android app for recording geolocated photos with light-sensing unlock conditions.

- Integrated camera, sensors, and local storage.

### Other Courses and Projects:

- Complete CRUD project in Java.
  - Web development with HTML and CSS.
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### EXPERTISE & SKILLS

- **Languages:** React, TypeScript/ JavaScript, Vite, Tailwind, Ruby, Java, Kotlin, HTML, CSS, C
- **Frameworks & Libraries:** React, Tailwind CSS, Ruby on Rails, Android SDK
- **Databases:** PostgreSQL, MySQL
- **Build & Tools:** Vite
- **DevOps & Infrastructure:** Docker, Linux, Windows Server, VMware vCenter
- **Tools:** Git, Dynatrace, Zabbix, Grafana
- **Soft Skills:** Proactivity, teamwork, communication, technical leadership

### EDUCATION

- **MSc in Computer Engineering (IoT)**  
Instituto Politécnico de Tomar, Portugal | 2024 – 2026
  - **Java**  
EISnt, Portugal | 2024
  - **HTML**  
EISnt, Portugal | 2024
  - **C/C++**  
EISnt, Portugal | 2024
  - **IT and Systems Technician**  
IEFP, Portugal | 2023 – 2024
  - **BSc in Mechanical Engineering**  
Estácio, Brazil | 2016 – 2023
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### Languages

Portuguese (Native) | English (B2)