

Hugo Pinheiro

Hugo@userops.me

Git: <https://github.com/Opwatch>

Professional Skills

Able to pick up concepts quickly

Self-directed learner and willing to experiment with new things

High level of contextual and technological adaptability (i.e., tool- and industry-agnostic)

Creative thinking ability and good analytical skills

Outstanding problem solving abilities

Experience working both as part of a team and independently

Excellent communication skills (written and oral)

Superior customer service skills

Able to work in a fast paced environment and able to adapt to different work priorities

Experience working as a consultant

A passion for the field of devops, software engineering and cloud

Technical Skills

Kubernetes

Docker AWS (VPC,S3,SES,RDS,EBS,AMI)

Advanced Knowledge and understanding CI/CD pipelines and deployment automation | Gitlab

Infrastructure as code | Ansible | Terraform

Datadog

Sentry

Cloudflare Linux

Bash Rancher

LAN and WAN technologies and concepts

Active Directory

Powershell

Experience

Ninjacat

Site Reliability Engineer

Dec 2020 - Currently

Projects

Created a onboarding process for future members of the SRE team

Helped with creating custom Terraform plans to easily create EKS clusters

- Created a custom go cli to manage our local and remote infrastructure
- Created a framework to increase the speed of upgrading our kubernetes clusters using our custom go cli
- Used our custom framework and go cli to update our kubernetes clusters from v0.14 to v0.26
- Created a framework using k3d, vcluster, cilium, ArgoCD and our custom go cli that allows the ops team to create local and virtual kubernetes cluster for testing and proof of concept work
- Helped with creating custom terraform plans to easily create eks clusters
- Updated certbot infra for main saas app bringing it up to date with best practices
- Researched architecture for in-house whitelabel solution
- Moved several projects to gitlab and converted ci/cd pipelines from Teamcity to gitlab
- Provided gitlab pipeline support and guidance for teams
- Created several ansible playbooks to automate common support tasks
- Researched and helped implement kong ingress as new ingress solution allowing for possible expansion into a api gateway in the future
- Reworked our local dev setup to use caddy and coredns for local ssl certs and dns eliminating the need to manually having to generate ssl certs every year
- Researched and implemented datadog apm monitoring on eks kubernetes clusters

Duties

- Collaborate with engineers and maintain and troubleshoot production systems
- Monitor current data architecture (MySQL, Snowflake) and identify potential performance improvements
- Maintain and recommend security best practices and collaborate with IT to identify risks while enabling engineering to build data-powered features
- Support the development and deployment of new services and systems in an AWS and Kubernetes environment
- Educate the organization on best practices for logging, error handling and alerting (Datadog, Sentry, etc)
- Document changes and share learnings within the technical organization of NinjaCat

Digital Echidna

Systems Administrator

July 2018 - Dec 2020

Projects

- Created a Devops wiki and over 20 articles to better allow knowledge transfer between sysadmin team and developers
- Created Self hosted architecture Diagrams to better explain self hosted options to clients
- Automated new macbook installs using a combination of custom bash scripts, custom and open source ansible playbooks cutting setup time from 2.5 hours to 1 hour as well as making setups repeatable and enabling self service
- Architected a gitlab ci pipeline using a set of custom and open source ansible playbooks to automate self hosted server installs, cutting setup time to 10 minutes and allowing infrastructure as code
- Recommended a system for IT hardware inventory allowing better tracking and management of hardware available

Duties

Support and setup internal developer environments using custom bash scripts, custom and open source ansible playbooks.
Setup and support internal equipment for new developers
Setup and support server environments for clients
Provide support for internal CI pipelines
Provide architecture design and launch day support for client environments both self hosted and in the cloud
Architect and deploy SSO integration for client websites
Provide support for pentest reporting interpretation and remediation for client environments

InnoSoft Canada Inc

Systems Administrator

August 2017 - July 2018

Projects

Performed a lift and shift of a 80+ vm data center hosted environment to AWS hereby increasing infrastructure performance and automation
Created powershell automation to move sftp and backup infrastructure to AWS S3
Implemented a backup infrastructure on S3 allowing for cost savings
Implemented updated RMM tools and infrastructure automation allowing for cost savings
Implemented AWS SES solution to replace aging smtp server
Created powershell scripts to automate vulnerability patching
Applied best practices to increase hosted infrastructure performance
Architected active directory environment on AWS for hosted infrastructure
Created baseline AMI images to decrease time to deploy for AWS infrastructure

Duties

Deploy new VMs on EC2 hosted environment
Create A records/cnames using AWS Route53
Use RMM tool and cloud alerts to monitor hosted environment
Work with third party vendors to procure new hardware
Create and manage accounts for various IT tools (email systems,RMM)
Assist with resolving vulnerabilities in hosted environment by using vulnerability scanning and patching
Assist with PCI compliance planning
Support and administer Amazon web services environment
Document hardware inventory
Provide systems administration of current hosted environments
Provide local desktop support

InnoSoft Canada Inc

Client success specialist

May 2017 - August 2017

Provided configuration and application support for Fusion

Assisted in developing and implementing sql and hyper-v best practices

Assisted in diagnosing performance issues in production environment

TD Bank

IT Support Analyst

August 2013 - May 2017

Provided day one support for conversions from windows xp to windows 7 for Retail environment

Provide day one support for conversions for all TD business lines

Provide technical day to day support for all TD business lines

Delivered training to 27 users on how to support Microsoft Office 365

Provide training to new agents in the form of shadowing

Opswatch

Owner and founder

August 2010 - May 2017

Responsible for providing managed IT and security services to small businesses in London.

Supported a 30 user small business hardware refresh

Created 30 user domain including exchange server

Initiated a POC for a virtual environment using esxi

Migrated from AVG antivirus to Vipre antivirus

Teletech

Lvl 3 Helpdesk technician

Jan 2005-2008

Troubleshoot customers DSL and network connections

Troubleshoot customers pc issues.

Issue de-escalation

Education

Diploma: Network Administrator Trios College | Graduated: 2009

Diploma St. Marys catholic secondary school | Graduated: 2000

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