

# Hugo Pinheiro

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[Hugo.pinh@gmail.com](mailto:Hugo.pinh@gmail.com)

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

## 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

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## 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

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## Experience

### Ninjacat

#### Site Reliability Engineer

**Dec 2020 - Currently**

##### *Projects*

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

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## Education

**Diploma: Network Administrator** Trios College | Graduated: 2009

**Diploma** St. Marys catholic secondary school | Graduated: 2000

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