RAUL ANSELMO DOS SANTOS

Backend Developer — Technical Support — Infrastructure & Networks

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LinkedIn | GitHub | Portfolio

Professional Summary

Versatile professional with over 2 years of experience in **technical support**, **backend development**, and **monitoring tools**. Strong background in **IT infrastructure**, **customer support**, and **solution implementation**. Enthusiast of **process automation**, **system optimization**, and **information security**, focused on continuous improvement and delivering reliable results. Holder of **AWS Cloud certifications** with proficiency in **Node.js**, **Java**, **PostgreSQL**, **Linux**, and **Docker**.

Relevant Projects — Portfolio/GitHub Repositories

- **Arteiros Caraguá — Open Source Platform** (NestJS, TypeScript, PostgreSQL):

  Collaboratively developed open source project focused on social impact, created to promote and give visibility to local artisans from the city of Caraguatatuba.

  Worked as a **Backend Developer**, responsible for implementing core system features, including: **role-based access control (Guards)**, part of the **user CRUD**, moderator creation, artisan onboarding requests, **likes**, **product reviews**, **follow artisan** functionality, password reset, and administrative user listing.

  The project was officially launched during **Empreenda 2025**, with institutional support from the City Hall of Caraguatatuba and IFSP.

  Tags: Open Source, Backend, NestJS, TypeScript, PostgreSQL, Authorization, REST API, Social Impact

  Frontend | Backend | DevOps

- **Backup Service** (Windows Server, SSH):

  Designed and implemented a robust backup solution for clients using third-party software, configuring secure **SSH authentication**. The solution included **firewall configuration** and attack prevention mechanisms, ensuring **data security** and **system integrity**.

  Tags: Backup, Security, SSH, Windows Server, Firewall, Authentication, Infrastructure

  Internal service used at Informatica F1

- **Backup Automation** (Java, PowerShell):

  Developed an automation solution using **Java** and **PowerShell scripts** to streamline client onboarding and backup configuration processes. This automation significantly reduced manual errors and improved operational efficiency.

  Tags: Automation, Java, PowerShell, Scripting, Process Optimization

  Internal service used at Informatica F1

- **RESTful API** (Node.js, NestJS, Prisma, PostgreSQL):

  Developed a complete **RESTful API** for client data management using **Node.js**, **NestJS**, and **Prisma ORM** with a **PostgreSQL** database. Implemented **JWT authentication** to ensure secure access and data protection.

  Tags: REST API, Node.js, NestJS, Prisma ORM, PostgreSQL, JWT, Backend Development

  LinkedIn Post

- **Monitoring System** (Zabbix, Grafana, Linux, MySQL):

  Implemented a comprehensive **monitoring system** for over 100 devices (servers and workstations). Used **Zabbix** for metrics collection, **MySQL** for data storage, and **Grafana** for dashboards and alerts, ensuring system availability and proactive issue detection.

Tags: Monitoring, Zabbix, Grafana, Linux, MySQL, Observability

[LinkedIn Post](#)

Technical Skills

- **Operating Systems & Infrastructure:** Linux (Ubuntu, Ubuntu Server), Windows Server (Active Directory, GPO), Networking (TCP/IP, DNS, DHCP, VPN), Firewall, SSH, MikroTik, Load Balancers, Virtualization.

- **Backend Development:** Node.js, NestJS, Java, JavaScript, TypeScript, Prisma ORM, SQL.

- **Databases:** PostgreSQL, MySQL.

- **Tools & Platforms:** Docker, Git, GitHub, Zabbix, Grafana, PowerShell, AWS Cloud (EC2, S3, VPC, IAM).

- **Practices:** Process Automation, Troubleshooting, Technical Support, Information Security, Systems Monitoring.

- **Languages:** English (B1 – Intermediate), Portuguese (Native).

Professional Experience

Informatica F1

Technical Support Analyst / Infrastructure | Jan. 2025 – Present (Remote — Manaus, Brazil)

- Technical support for **time and attendance systems**, including deployment, configuration, parameterization, and customer support.

- Responsible for **system deployment and support**, ensuring operational stability and compliance with business rules.

- Configuration and maintenance of **MikroTik (MK)** devices in client environments, including connectivity, access control, and network support.

- Management and configuration of **company servers**, performing service maintenance, security adjustments, monitoring, and infrastructure support.

- Fully remote role with high autonomy, responsibility, and strong team alignment.

JC Santos & Abreu LTDA

IT Equipment Maintenance Technician | May 2024 – Dec. 2025

- Diagnosed and resolved hardware, software, and network issues, ensuring system availability and business continuity.

- Configured and maintained racks, servers, MikroTik devices, and load balancers, optimizing network infrastructure and system performance.

- Provided on-site and remote technical support, including installation and configuration of IT equipment.

- Developed custom internal systems with a focus on **security** and **scalability**.

PUAH Consulting

Technical Support Analyst | Nov. 2022 – 2023

- Provided infrastructure technical support, configuring Active Directory, networks, and Linux/Windows environments.

- Documented processes and created scripts for task automation, improving operational efficiency.

- Managed Windows Server and Linux servers, ensuring system stability and security.

Education

Federal Institute of São Paulo (IFSP)
Bachelor of Technology in Systems Analysis and Development | 2022 – 2025 (Completed)
Federal Institute of São Paulo (IFSP)
Technical Degree in Administration | 2017 – 2018 (Completed)
Influx Business School
English A1 | 2017 (Completed)

Certifications

- **AWS Certified Solutions Architect – Associate** (2023)

- **AWS Academy Cloud Foundations** (2022)