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Simon Neto

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Profile

Accomplished Solution Architect and DevOps manager with over 18 years in the industry and extensive experience architecting, implementing, and managing complex enterprise technology and application platforms across a diverse collection of industries including: financial services and banking, natural resource mining and distribution, transportation, and digital media.

Progressive management roles leading solution design, operations delivery, and managed services governance teams for global organizations at Oracle and Dell Technologies.

Deep expertise in system administration, technical support, and platform lifecycle management on Oracle engineered systems cloud platform and enterprise application suites including: eBusiness, Siebel CRM, PeopleSoft HCM, and JD Edwards.

Working with application modernization projects moving and improving applications inside cloud platforms. Extensive knowledge in Cloud Platforms and tooling such as Terraform, Chef, Ansible, Git. Shifting on-premises workloads into cloud native solutions, helping customers reduce costs while increasing their security and availability profiles.

Intensely focused on customer success based on a solid foundation of analytical problem-solving skills and trust-based client relationships and personal commitment to open collaboration, transparent accountability, and precise attention to detail.

Professional History

IT Convergence
Senior Solution Architect
June 2022 – Present

Responsibilities:
- Supporting sales and pre-sales teams to size, design, and cost cloud base solutions
- Designing and implementing IaaS and PaaS components of cloud-based solutions in OCI
- Writing and deploying Terraform code to build customer tenancies and deploy resources.
- Review existing designs focusing on security and network traffic.
- Using cloud native resources to increase the security profile and improve governance of resources deployed in the cloud.
- Creating POCs of OCI recently released products and documenting how/if they fit customer scenarios.
- Writing internal white papers and How-to guides for on-shore and off-shore teams.
- Supporting application development teams to deploy and maintain workloads on Kubernetes.

Achievements:
- Enable customer on-premises platform to upgrade their Oracle Databases to 19c by upgrading their Exadata machines
- Design hybrid backup solution using customer on-prem, OCI (multi-region) backup solution.
- Deploying entire customer tenancies to receive enterprise level workloads.

Oracle Centre of Excellence - JAPAC
Master Principal Cloud Solution Architect
August 2021 – May 2022

Centre of Excellence is focused in expand and solidify cloud adoption for new and existing Oracle customers. Design solutions, migrate workloads, remove obstacles and defining best practices were some of the focus areas of the JAPAC CoE.

Responsibilities:
- Customer Management – identify customers workload requirements and how they can be best implemented within Oracle Cloud Infrastructure.
- Solution Designing – scope, design and implement the foundations of the tenancy so the desired workloads can be moved into the platform.
- Design Highly Available architectures and Disaster Recovery strategies for heterogeneous and hybrid-cloud workloads
- Design solutions for fleet management and configuration management
- Documentation – authoring patterns and internal assets to be re-used by other members of the team in similar scenarios
- Perform workload migrations from on-prem or other clouds into OCI.
- Federate tenancies with third-party authentication systems like Microsoft Active Directory or Okta
- Write and deploy Terraform code to set the foundations of cloud-based projects.

Achievements:
- Design and implement an asset for WebLogic Application deployed in Oracle Kubernetes Engine (OKE) and use OCI native resources to implement a disaster recovery pattern
- Leverage Ansible to rollout VM setup in preparation for migration into OCI (installing packages, configuring services and kernel parameters). Rolling out Configuration Management in fleets with different sizes (100+ VMs).
- Write and deliver terraform code to implement a hub-spoke network model with a cross-region disaster recovery connectivity and Oracle Database Data Guard configuration
- Presented the Cloud Native Stream in the Oracle Developer Day in India (deploying a Cloud Native application on top of OKE)
- Prepared and presented an integrated solution using Oracle Integration Cloud (PaaS), API Gateway and WAF for a customer expecting to have 2M+ API calls a day across their portfolio of services.

Oracle Customer Engineering
Principal Cloud Solution Architect
December 2020 – August 2021

Customer Engineering team is a group within OCI Development responsible for migrating customer workloads out of Oracle Cloud Classic into Oracle Cloud Infrastructure, reducing the hardware footprint, claiming physical hardware, reducing realstate costs for Oracle.

Responsibilities:
- Lift and Shift of customer workloads from on-premises and other cloud providers inside OCI.
- Application modernization when moving applications to OCI, either via upgrades or leveraging one or more native products inside the cloud platform.
- Execute end to end migrations that had reduced scope.
- Generate documentation and resources used for future migrations, increasing repeatability of the process.
- Configure the tooling required to perform the migration.

Achievements:
- Perform E-Business Suite Migrations from on-premises to OCI.
- Help customer to take advantage of the migration to completely re-design their application to make better use of OCI resources.
- Help customers understand some OCI features. Leading to consumption of new OCI services and increasing consumption
- Develop code to setup the foundations of the tenancy in OCI so the components can be migrated

Oracle A-Team
Principal Cloud Solution Architect
September 2018 – December 2020

A-Team is a selective group of individuals, extremely customer focused that are part of Oracle`s product development and its responsible to guarantee customers successful implementation and/or problem solving. The team is a bridge between customers and internal developers. With experts in different Oracle products, the team also works close to developers, findings, tracking and assisting in bugs, product enhancements. The team is usually involved in escalations and key accounts.

Responsibilities:
- Design, implement and deploy cloud-based solutions, based on IaaS, PaaS resources.
- Hybrid cloud solutions leveraging the Cloud Interconnect between OCI x Azure.
- Write and deploy terraform code to set the foundations of cloud-based projects.
- Federating tenancies with third-party authentication systems like Microsoft Active Directory or Okta
- Handle customer escalations and critical incidents
- Performing product review and providing feedback to locally available products before they are made available to the general public.
- Leverage with product development in prioritizing bugs, features, and enhancements
- Support customers in strategic platform level decisions

Achievements:
- Prepare the migration of around 5800 tenancies from Oracle Classic Cloud (OCI-C) into Oracle Gen2 Cloud (OCI)
- Running POCs and migration tests to unveil bugs and document
- Produce documentation and design for customer migration

Oracle Managed Cloud Services (OMCS)
Services Operation Manager & Solution Architect/DevOps Lead @ National Australia Bank
September 2014 – September 2018

OMCS manages NAB's flagship infrastructure platform – NextGen. The platform is built of Oracle Engineered Systems offering 'infrastructure as a service' (IaaS) to NAB. The platform houses the bank's highly critical applications including core banking, online portal, customer identity management stack, and credit risk scoring engine. Overall OMCS manages 1000+ VMs, 200+ Databases, 250+ WebLogic domains hosted on 25+ physical instances of Oracle Engineered Systems (Exalogic, Exadata, ZFS, BDA) – across 8 environments.

Responsibilities:
- Technical, business, relationship management and service delivery management skills in ITIL and Governance. Customer Management – negotiation, engagement will all levels of cross functional management & staff.
- Design, implement and document automation solution for infrastructure builds, changes & configuration.
- Lead a team to deliver automation solutions that can be reused at other OMCS customers.

Achievements:
- Design and implement the automated solution for builds and configuration management of the platform, using customers preferred tool sets and in alignment with corporate strategy.
  - Toolsets include CHEF, LimePoint, Git, Ansible.
  - Identifying candidates for automation/DevOps by reviewing incidents and engineer workload.
  - Automated third-party agent deployment, server builds, WebLogic domain builds, database builds, storage creation & management, server network configuration.
  - Script CHEF Recipes to implement a security baseline across the entire fleet (aligned with CIS standards).
  - Configuration of 'automatic' service request creation to Oracle support based on error messages captured in SNMP traps and system alerts. Significantly reducing time taken to create support tickets manually.
- Implement the cyclic patching routine aligned with customers enterprise release calendar and Oracle's patch release calendar. Taking the environments from N-4 to N-1 patch levels (as defined by the contract).
- Coordinate, document and execute the first Disaster Recovery exercise of the platform in production environment, subsequently documenting and transitioning the process to BAU.
- Implement change management processes, training and educating operations engineers. Consulting with NAB Change Management area to align Oracle internal processes with customers' requirements, implementing internal CABs and representing high complexity changes to wider audience in a corporate CAB.
- Acting Service Delivery Manager in Governance forums and meetings

- Write patterns, procedures and policies documents to be used by projects and operations engineers when implementing or maintaining components of the infrastructure.
- Transition of Oracle Fusion Middleware products build from AWS into On Premises Platform (Exalogic)
- Participate in POCs to run Oracle Public Cloud and Oracle Cloud Machine

Oracle Managed Cloud Services (OMCS) - Brazil
Transition Manager & Service Operation Manager & Services Delivery Manager
April 2009 – September 2014

Oracle hosts multiple applications based on the Oracle product suite for a wide range of customers in their US based data centers. The service is a mix of IaaS, PaaS, and SaaS offerings in the Oracle hosting environment.

Responsibilities:
- Support a variety of customers with different technology footprints across Latin America
- Implementation of Oracle E-Business Suite, acting as Application Database Administrator
- Transition systems under implementation to operations, performing production readiness processes
- Support Brazilian customer in their journey to host applications in an offshore facility
- Produce and present Governance reports such as Account Review, Service Review, Continuous Service Improvement, Risk Assessments etc.
- Ensure customer satisfaction and a high customer relationship score by liaising and cajoling with various internal and external stakeholders.
- Manage customer escalations within Oracle wide teams.

Achievements:
- Successfully implement Oracle E-Business Suite (11i) for a client with 3000+ users.
- Design and implement the solution for Oracle E-Business Suite (12.1.3) to support warehouse management system
- Implement Enterprise Integration Stack using SOA and Fusion Middleware products
- Implement network optimization solutions (Riverbed) in the Oracle and customers Data Centers
- Design new architecture for Siebel CRM hosted at Oracle
- Coordinate the first @Oracle Siebel migration from 8.1.1.7 to 8.1.1.10 using minimum downtime solution (Golden Gate)
- Key role in an important contract renewal negotiation making sure that customer's needs were attended and covered by the solution offering.

Dell Technologies
Oracle Database Administrator
Jul 2008 – March 2009

Dell provides technology solutions, services and support to corporate and personal customers.

Responsibilities:
Infrastructure Database Administrators
Supporting development projects on database patching, performance and production readiness
Support of production databases during incidents, patching cycles, housekeeping

Achievements:
- Execution of regular Disaster Recovery tests (quarterly)
- Implement the Multi RAC concept for database consolidation.
- Support E-Business Suite upgrade from 11.5.8 to 11.5.10
- Performed gap analysis and prepared reports to identify applications needs

Metro Rio
Oracle Database Administrator
Jan 2007 – Jul 2008

Metro Rio is the subway company for the city of Rio de Janeiro (Brazil)

Responsibilities:
Implement and maintain the databases to support the company new ticket system that used contact less cards instead of magnetic paper tickets

Achievements:
- Implement Oracle Enterprise Edition 10g with Real Application Cluster
- Implement Database Monitoring and backup using Oracle Enterprise Manager and Recovery Manager (RMAN)
- Support system go live and database performance tuning

Professional Memberships & Associations

- Certified Kubernetes Administrator
- Oracle Cloud Infrastructure Certified Architect Professional
- Oracle Autonomous Database Cloud Certified Specialist
- Oracle Cloud Infrastructure HPC and Big Data Solutions Certified
- Microsoft Certified: Azure Fundamentals
- Oracle Certified Professional – Database Administrator (9i) (2004)
- DevOps Talk – Melbourne (2017)
- Oracle Exalogic Implementation Specialist (2015)
- Neuro Linguistic Programming (2017)
- ITIL v3 Foundations (2009)

Education

- **Strategic IT Management (Getulio Vargas Foundation),** September 2014
- **Bachelor of Information Technology (Estacio de Sa University),** July 2004.

Other Interests

- I am passionate about the sea and the peace and quiet of the underwater world, I practiced spearfishing for many years.
- I am also a faithful supporter of my football team (Flamengo – based in Rio de Janeiro, Brazil).