

# Gabriel Bazzotti

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## Profile

All around citizen of the world with a passion for contributing in a team environment, having dedicated my career to managing projects and delivering cutting-edge, secure and cost-effective software products. Coming from a System Administrator background, I am experienced not only in planning and designing software architecture, but as well as running, maintaining and optimizing cloud environments, as I pride myself in achieving results with excellent organizational skills in managing multiple different teams.

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## Professional Experience

### Technical Project Manager, Customer Platforms

*Helte (May 2024 - current)*

As a Technical Project Manager responsible for managing and contributing to the development of several software products in the Customer Platforms Team, my role involves closely collaborating with other software engineers to define Architecture patterns and plan changes to the codebase to meet stakeholder demands throughout the development cycle. I have spearheaded releases for the Helte Platform, a Solar Energy Hardware Distribution SaaS, focused on B2B markets where Engineering companies can create custom projects tailored to their clients, buy all the required hardware and provide customers with customized invoices. I have also managed the team behind a new yet-to-be released SRM solution with Plug-and-play capabilities across multiple ERP Systems. Some of my responsibilities include:

- **Product Management Ownership:** taking ownership of product management practices within the team in multiple products, coordinating efforts through development sprints and product lifecycle, and effectively communicating with a diverse set of stakeholders and contributors.
- **People Management:** being responsible for managing engineers in key-projects and assuring the quality of their developing experience, leading planning sessions, set goals, conducting sprint reviews, mentoring, and leading them as individuals and team towards high performance and excellence in delivering results.
- **Decision-making:** leading processes and decision-making for a variety of products that have an effect on both collaborators (specifically with the development of in-house admin software utilized company-wide) and customers. Being responsible for ensuring project best practices, excellence in customer experience by leading engineering requests and support exceptions, overseeing delivery of high-quality software, and maintaining daily operations running efficiently.

### System Analyst

*Senff Financial (Oct. 2023 - May 2024)*

At Senff Financial, I held the position of Systems Analyst, working with the Product Development, Network Operations and Local Infrastructure teams. In this role, I was responsible for creating and developing software and infrastructure projects focused on implementing new technologies and strategies in the tech stack, as well as maintaining and configuring test environments. My responsibilities included:

- Developing system automation department-wide solutions, including new automation solutions written in Python and Go to facilitate online payment authentication processes running on AWS instances.
- Management of RKE (Rancher Kubernetes Engine). Responsible for deploying, configuring and maintaining the cluster. Implemented best practices for infrastructure optimization, including node sizing, pod scheduling, resource allocation and disaster recovery.
- Configuring Zabbix and monitoring servers, setting up new hosts, switches, alerts and triggers. I was able to work with the software observability team to provide high-quality monitoring of over 600 server instances, as well as creating strategies for patch and firmware management.
- I worked closely with the technical support team to provide infrastructure and user management solutions for more than 700 employees, as well as modernizing user management practices by continuously researching and implementing open source solutions.

## Technical Support Analyst, Jr.

*BST Networks (Nov. 2021 - Sept. 2022)*

As a member of the Bilingual Technical Support Team, I was responsible for engaging with multiple B2B customers, connecting the correct engineering teams to provide adequate solutions. Some responsibilities included, but not limited to:

- Maintained accurate and up-to-date records of customer interactions.
- Escalated complex or unresolved issues to the appropriate department for further assessment.
- Monitored and followed-up on support tickets through Jira.

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## Education

### International University Center (UNINTER)

2023

### Computing Systems Analysis and Development

*Bachelor's Degree*

## Certifications

- (LFD121) Developing Secure Software, *The Linux Foundation*, 2024
- Advanced Java Programming, *LinkedIn Learning*, 2024
- Database Design and Basic SQL in PostgreSQL, *University of Michigan*, 2023
- System Administration and IT Infrastructure Services, *Google*, 2023
- Foundations of Project Management, *Google*, 2023

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## Open Source Projects and Volunteering

### The Fedora Project

- Since developing a passion for Linux systems, the Fedora Linux OS has been my daily driver on my personal computer. Becoming an active member I was able to help other community members

solve problems with the OS, as well as have collaborated with documentation across multiple areas of expertise.

## Ansible

- Automating tasks, configuring containers and continuous deployment have been the core of a lot of my daily activities and Ansible has been a proven leader in the industry when it comes to automation tools, and being an open-source software, I believe it's very rewarding to give back to the community that has enabled mine and others work to go smoothly. As a community member I have contributed to the MySQL/MariaDB package (*community.mysql*), as well as been active on forums and participated in discussions looking towards the project's future.

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## Skills

**Programming Languages:** Go, Python, TypeScript, SQL, Shellscript

**Frameworks:** Flask, Django, Gin, Fiber

**Infrastructure:** Kubernetes, Docker, Terraform, Ansible, Grafana, VMWare, Jenkins, Apache Server, AWS, GCP

**Project Management:** Agile Methodology, Extreme Programming, Project Planning and Execution, Budgeting, FinOps, Software Architecture, System Design

**Management:** Change Management, Feedback Frameworks, Cross-team Collaboration, Documentation

**Languages:** English, Portuguese, Spanish

