

ROBERTO GONÇALVES CARLOS

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EDUCATION

University of Taubaté	Taubaté/SP
Bachelor in Information Systems	2012 – 2015

EXPERIENCE

TOTVS Hospitality Remote

SRE - Site Reability Engineering January/2023 – December/2024

- Ensure high availability, performance and continuous health of SaaS environments and APIs.
- Acting preventively and resolving incidents with agility.
- Using Datadog to create strategic dashboards and proactive alerts.
- Optimizing application performance and SQL queries.
- Monitoring of metrics such as latency, error rates, resource utilization and health checks.
- Agile triage via APM and analysis of distributed traces.

We led a Cross-Project Observability project, implementing end-to-end monitoring for external calls and asynchronous processing. The solution tracked all HTTP requests to external services, automatically capturing payloads (with sensitive data censored for compliance) and responses in the DataDog, with a special focus on POST operations. At the same time, we instrumented the observability of messaging Workers and Consumers, generating complete traces in the DataDog for performance analysis and troubleshooting. The initiative increased our ability to diagnose problems.

Back-end Developer – Mid-level January/2022 - December/2022

- Implementation of good development practices and design standards.
- Active involvement in the complete feature development cycle, from conception to implementation.
- Creation of RESTful APIs.
- Implementation of AWS services, such as file storage in Amazon S3 and asynchronous queue processing with Amazon SQS.

On a day-to-day basis, I worked on the full development cycle of a hospitality SaaS, from conception to delivery of features, focusing on RESTful APIs (C# / .NET Core) and integration with AWS services such as S3 (file storage) and SQS (asynchronous processing). I implemented performance improvements in legacy reports, optimizing queries in PostgreSQL and SQL Server, and developed new reports using DevExpress. I also participated in support, ensuring system stability, and worked with MongoDB for unstructured data scenarios and SignalR for real-time communication. I have always applied good code practices, design standards and versioning with Git, aiming for scalability and maintainability. I was part of a cross-functional task force with the mission of increasing unit test coverage across various projects within the SaaS platform. Our work ensured compliance with required quality metrics and ultimately contributed to the greater reliability of our deployments.

WLabs LTDA. Remote

Data Engineer August/2021 – January/2022

Working with TOTVS Hospitality on the design and creation of a Data Warehouse to feed Saas reports.
Gathering vital information from various hotel systems.

CheckSinco do Brasil — Credit consultancy

Taubaté/SP

Web Developer

May/2010 – June/2012

Development and maintenance of the company's website and various internal systems, including customer registration, control and billing, credit consultation services, sales and product control. Using PHP/MySQL, HTML/CSS/Javascript Adobe Flex, Zend Framework/Doctrine to create the systems.

Webconstrutores - Design & TI

Taubaté/SP

Web Developer

February/2008 – February/2009

Development of websites and systems using the PHP programming language and MySQL database. Production of websites in HTML/CSS/Javascript and Adobe Flash. I was fully involved in the development of an internal rent control system for real estate agencies in the region, as well as the production of several websites in PHP.

SKILLS

Languages: C#, PHP, Python, SQL (MySQL, Postgres), NoSql (MongoDb), JavaScript e HTML/CSS.

Developer Tools: Docker, AWS (S3, SQS, SNS), e DataDog, Git version control.

Soft Skills: Agile methodologies (Scrum/Kamban), Unit Testing and Integration Tests