

MATHEUS BRUNO DE MORAES

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SUMMARY

Experienced Support and DevOps Engineer with a passion for managing the entire customer case lifecycle, from triage and reproduction to complex problem resolution. Proficient in Linux systems administration, scripting (Bash, Python), Git, and CI/CD, with a hands-on approach to solving technical challenges and optimizing workflows. Proven ability to act as a key liaison between Product and Engineering teams, ensuring smooth implementations, fast communication, and high customer satisfaction. Committed to creating and improving support content, with extensive experience in technical documentation and tutorials.

PROFESSIONAL EXPERIENCE

Technical Onboarding Manager 2024-Current
IREV, Limassol, Cyprus (Remote, full-time)

- Served as the primary coordinator for onboarding new clients, managing technical setup, timelines, and stakeholder alignment.
- Participated in scoping calls to assess customer infrastructure and ensure accurate implementation planning.
- Troubleshoot API, S2S, and platform integration issues with product and engineering teams.
- Standardized documentation and refined internal processes for greater onboarding efficiency, contributing to support content.
- Proven experience with on-call coverage, weekend coverage, and night shifts.

L2 Technical Support Engineer & Automation Specialist 2023-2024
Multilogin, Tallinn, Estonia (Remote)

- Investigated and resolved complex technical issues, employing a combination of analytical skills and creative problem-solving techniques.
- Developed and implemented automation scripts using Selenium, Playwright, and Puppeteer to address customer needs.
- Worked with databases (MySQL), conducting necessary queries and performing data processing tasks as required.
- Created technical documentation and demonstration videos to empower users and facilitate self-service, demonstrating expertise in writing support content.

Software Engineer 2022-2023
SaasPro, Curitiba, Brazil (In-person)

- Responsible for professional services outside of the product's scope.
- Developed and maintained integrations between various platforms for business process optimization.
- Implemented chatbot and AI-based solutions for customer engagement.
- Worked with web frameworks such as Flask, FastAPI and Django.
- Technical advisor in sales calls and in development strategy.

Technical Support Engineer 2019-2023
SaasPro, Curitiba, Brazil (In-person)

- Provided exceptional technical support to clients through email, chat, and calls, resolving issues efficiently and ensuring customer satisfaction.
- Guided clients on email compliance best practices and regulations.
- Integrated different tools via API, using code (Python) and tools such as Zapier and Make.
- Collaborated with various teams to address customer needs and feedback, fostering a culture of customer-centricity.

SKILLS

Linux Systems Administration: Extensive experience with Linux servers, performance troubleshooting, diagnostic tools, and Docker containers.

DevOps & CI/CD: Implementation of CI/CD pipelines with GitHub Actions, management of staging and production environments, Git, and GitHub. Knowledge of Openshift and Kubernetes.

Programming Languages: Bash, Python, Java, C, Javascript, Ruby

Automation & Scripting: Development of automation scripts (Selenium, Playwright, Puppeteer), process optimization, and API integrations.

Technical Support & Customer Experience: Customer case lifecycle management, complex technical communication, troubleshooting (API, S2S, platform), complex problem resolution, Localization.

Content Creation: Extensive experience in writing support content, technical documentation, Knowledge Base articles, video tutorials, and troubleshooting guides.

Databases: MySQL (queries, data processing).

Security & Compliance: Understanding of common information security and compliance concepts (OffSec).

Tools: Git, GitHub, Postman, Zendesk, Jira, Zapier, N8N, CRMs similar to HubSpot

EDUCATION

Bachelor's in Information and Communication Technologies (ICT) Currently Enrolled
Universidade Federal de Santa Catarina (UFSC), Brazil

- Teaching assistant for the Algorithms and Programming course (focus on Python), assisting students with programming logic.
- Member of the Artificial Intelligence League (LIA).
- Focus on OOP, Java, and Python.
- Participated in the OffSec extension group, deepening knowledge in information security and compliance.

Bachelor's in Psychology Graduated in 2023
Universidade Federal do Paraná (UFPR), Brazil

- Founded and led the Neuropsychology Academic League, developing research and problem-solving skills.
- Participated in community outreach projects in cognitive rehabilitation.