



CRISTIAN SIMIONI

Senior Support Engineer

29 years old
Curitiba, Brazil

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ABOUT ME

Experienced Senior Support Engineer with 9+ years of experience working with high-availability systems. I'm currently working for Atlassian as a Senior Support Engineer responsible for Confluence tickets in the AMER region. Because I've been working in an international environment and have always had to deal with colleagues from other countries, one of my strengths is my ability to communicate effectively with people from various cultures. I'm always enthusiastic about learning and undertaking new challenges.

PROFESSIONAL BACKGROUND

- Senior Support Engineer

e-Core / Atlassian

Aug. 2021 - Current

Senior Support Engineer for Confluence application, responsible for resolving customer tickets for the AMER region.

Used skills:

ConfluenceJiraJira Service DeskJavaApacheNGINXPostgresMySQLOracleDockerLDAPAWS
- Technical DevSecOps Lead

Siemens

Jan. 2019 - Aug. 2021

Install, deliver, and support all Siemens SCADA systems in Brazil; Automate process by using scrips in Perl/Bash and tools like Ansible; Maintain a CI/CD process up and running for continuous integration using Git/Gitlab; Troubleshoot the system by analyzing its code and logs; Merge the developer's code when needed; Keep all virtual machines updated and available on a VMWare vSphere environment.

Used skills:

BashAnsiblePerlGitGitLabZabbixNagiosDockerCI/CDOracleVMWarevCenterGrafana
- Full Stack Developer

Siemens

Jan. 2014 - Dec. 2018

Fix bugs and implement new features for Siemens SCADA system using C++, C, Java, Perl, and Qt programming languages.

Used skills:

CC++PerlJavaQtMySQL
- QA Tester (Intern)

Siemens

Jan. 2013 - Dec. 2013



Execute and automate test books for the Siemens SCADA system; Install and maintain vulnerabilities patches for AIX machines.

Used skills:

- AIX
- JasperReports
- Perl
- Microsoft Access

INTERNATIONAL EXPERIENCES

- Vienna, Austria

Nov. 2018 - Dec. 2018

I've been in Vienna for two weeks for a kick-off meeting of the first Siemens ADMS project in Brazil where we discussed how to migrate customer's data from a very old SCADA to Siemens SCADA ADMS.

Siemens
- Medellín, Colombia

Jul. 2018 - Aug. 2018

I've been in Medellin for one month to support the local team during the project implementation of the very first EMM (Energy Market Management) system of Latin America on XM company.

Siemens
- Nuremberg, Germany

Nov. 2016 - Dec. 2016

I've been in Nuremberg for six weeks to learn how to install and parametrize the Siemens ADMS solution.

Siemens
- Minnetonka, United States

May. 2016 - Jun. 2016

I've been in Minneapolis for six weeks for training on the job where I've learned and improved the communication components of Siemens ADMS solution.

Siemens

PROFESSIONAL TRAINING

- Emotional Intelligence

2021

Escola Conquer
- Zabbix Foundation

2021

Unirede Treinamentos
- VMWare Administration

2018

Pontifical Catholic University of Paraná
- GTD – Get Things Done

2018

Call Daniel
- BEPiD – Brazilian Educational Program for iOS Development

2015/2016

Apple
- Oracle Administration

2015

Softsell

SKILLS

DevSecOps/Infrastructure



Operational Systems



Linux

Windows

AIX

Database

Oracle

MySQL

Monitoring

Zabbix

Grafana

Nagios

Programming Languages

Bash/Shell Script

Perl

C

C++

Python

Others

Ruby On Rails

Circle CI

ClearCase

Jasper Reports

XCode

GIS

Data Mining

Troubleshooting

QtCreator

Xcode

Netbeans

EDUCATION

Master's degree in computing with emphasis in Machine Learning

Pontifical Catholic University of Paraná

2013 - 2016

BSc. in Computer Science

Pontifical Catholic University of Paraná

2010 - 2013

LANGUAGES

English

(Fluent)

Spanish

(Basic)

PAPERS

- Answer Quality Prediction in Q&A forums using Data Mining

MILANI, C. S.; PARAISO, E. C

ENIAC, p. 193-200, 2015
- Prepos Environment: A Simple Tool for Discovering Interesting Knowledge

MILANI, C. S.; CARVALHO, D. R

Iberoamerican Journal of Applied Computing, v. 3, p. 41-52, 2013
- Post-processing in KDD

MILANI, C. S.; CARVALHO, D. R

Revista de Engenharia e Tecnologia, v. 5, p. 151-162, 2013

HOBBIES



Travel

Run

Soccer

