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**DENIS COUTO**

Senior Engineer and Cloud Architect

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Brazilian

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I am a seasoned professional with more than two decades in the field. Experienced in designing, deploying and technical delivery in small and large enterprise environments. Solid experience on a wide range of solution stacks.

**Skills & Expertise**

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| * Extensive knowledge of Microsoft Stack (on-prem and Azure). * Solid knowledge in automation tools such as PowerShell, Terraform and Ansible. | * Solid knowledge of Linux administration. * Solid knowledge software delivery processes and tooling. containers, and tools such as Azure DevOps, Octopus Deploy, Kubernetes. |

**Certifications**

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| **Azure:** DevOps Expert  **Azure:** Administrator Associate  **MCSE:** Cloud Platform and Infrastructure | **CCA-V:** Citrix Certified Associate-Virtualization  **CC-VAD-CC**: Citrix CVAD Service on Citrix Cloud |

**Professional Experience**

**Duosystem, São Paulo, Brazil 2023 - Present**

*SRE / Cloud Architect*

A member of the Cloud Architecture team, I have been helping the company to solidify their path into Cloud, especially Azure, establishing standards and governance to achieve solid long-term results.

To this point, I was able to help with:

* Assess the company's cloud footprint, which led to:
  + Bring costs down about 30%/year by eliminating shadow IT, orphan resources, deprecated resources, establishing common SKU for similar workloads, consolidating workloads in the cloud and back on-prem where required.
* Architect and deploy Cloud Ingress based on Azure Front Door, Azure Application Gateway and WAF policies to deliver applications hosted both on Azure and on-prem, which brought in:
  + Increased application reliability.
  + Secure application delivery.
  + Higher performance due to load balancing and caching.
* Consolidate 3rd party app authentication using SSO with Azure Entra ID, which helped with:
  + Ease the onboarding/offboarding process.
  + Secure company's data against data exfiltration.
* Plan and migrate from AWS to Azure, an in-house digital healthcare product. Running on top of Azure Kubernetes and Azure Functions on a Hub&Spoke architecture, which led to:
  + Consolidation of sparse unmanaged microservices under one governed Cloud.
  + Set the standard on how the company orchestrate containers.
  + Ramping up teams’ technical knowledge.
* Led sessions with US based Microsoft Fast Track team, helping our team to get insights and learn best practices to modernize the core company product.
* Write and troubleshoot Azure DevOps Classic/Yaml Pipelines for App and IAC deployments.
* Write and troubleshoot Terraform code targeting Azure.
* Lead the planning and implementation of a multi subscription landing zone for our datacenter migration project.
* Knowledge sharing of new standards and ways of doing Cloud infrastructure through brown bag type sessions, Wiki articles and writing Standard Operating Procedures (SOP).
* Day to day Azure Cloud operations.

*#Azure #Archicture #Engineering #DevOps #Kubernetes #Terraform #Networking*

**Citrix Systems, Dublin , Ireland 2018 - 2022**

*Senior Escalation Engineer*

Working in the EMEA Escalation team, I provided analysis of complex problems in a 24x7 follow the sun support environment.

In-Depth knowledge of *Citrix DaaS* and Citrix Cloud (Azure based), leveraging debugging techniques to manage high severity cases which could be politically or technically challenging.

Day to day used to go by:

* Leveraging a variety of tools to get to the bottom of issues. Tools like Splunk, Azure CLI, Powershell.
* Reading and correlating code on Sourcegraph to customers issues.
* Analysis of memory dump with WinDBG.
* Deep engaging with Product Engineering trough Jira and Slack for further troubleshooting.
* Mentoring and delivering training sessions to Frontline engineers on how to leverage Powershell with Citrix Products.
* Writing public KB articles with workarounds or fixes mapped to future releases.
* Leading the managing and distribution of the load across a pool of senior engineers.

*#Citrix #DaaS #Azure #Identity #Engineering #Debugging #Splunk #Powershell*

**Ergo Group, Dublin, Ireland 2015 - 2018**

*Level 3 Support Engineer*

Working on escalation/BAU tasks for several customers (Aercap, CIE, Goshawk, AerLingus, Dunbia and many others) managing a variety of products and services, such as: Windows Server, Linux, Azure, Office 365, Hyper-V, VMware ESXi, Netscaler, Xenapp and others.

Also worked on a dedicated team for a high value customer going beyond BAU tasks, I had the opportunity to automate a series of tasks through Powershell using functions and modules that helped to:

* Finding details of servers combining data from AD, Solarwinds and VMware.
* Finding and gathering important details of dozens of SQL Server instances.
* Enabling employees to have their pictures synced across different company's tools.
* Wrapping 3rd party DMS APIs for better integration with LOB applications.

For this same customer, I was the go-to person for their CD solution based on *Octopus Deploy*, orchestrating with a 3rd party vendor the deployment and availability of their main application.

*#Level3 #Citrix #Virtualization #Azure #Powershell #Octopus #Elastic #Linux #Ansible*

**DoMore! Soluções em Produtividade, São Paulo, Brazil 2009 - 2015**

*Senior Microsoft Infrastructure Engineer*

* Planning, deploying, and managing medium to large SharePoint farms and applications for companies like Odebrecht, Vale, PWC, Pfizer, Carrefour and others.
* Administering internal and Azure infrastructure running several Microsoft solutions such as Hyper-V, SharePoint (2007,2010, 2013), Office 365, SQL Server, Visual Studio Team Services.
* Engineering engaging on troubleshooting custom applications.

*#SharePoint #Engineering #Powershell*

**Atento Brasil, São Paulo, Brazil 2006 - 2008**

*Level 3 Server Support Engineer*

* Performing 3rd level support to Windows environment with more than 10.000 users and 12 locations nationwide.
* Managing VMware ESXi and Microsoft network products, Exchange Server 2007

*#Level3 #Windows #Virtualization*

**SSI Consultoria, São Paulo, Brazil 2004 - 2006**

*Server Administrator*

* Managing a Windows network environment and SQL Server together with Visual Source Safe.
* Managing Linux (Red Hat) Iptables Firewall, Web Proxy with Squid and reports with SARG.

*#SysAdmin #Windows #Linux #Firewall #Proxy*

**Languages**

* Portuguese – Native
* English – Fluent

**Education**

**Faculdade Eniac, Guarulhos, São Paulo**

*Computer Networking 2002 - 2004*