



# JEFFERSON RIBEIRO

DEVOPS, CLOUD AND DATACENTER

## CONTACT

Glasgow – United Kingdom

+44 7960 210380

jeffersonribeiro@outlook.com

linkedin.com/in/jeffersonrib

## ABOUT ME

Professional with over 15 years' experience in IT infrastructure and Datacenters, and the last 5 years dedicated to projects in Public, Private and Hybrid Cloud environments. Passion for continuous learning, strong knowledge of Cloud, systems administration, configuration management tools, analytical skills, critical thinking, time management skills, and good judgement.

I work independently in a fast-paced environment where technology requirements can change regularly. Vast knowledge to solve problems at an experienced level in large and complex network environments, beyond the planning and execution of migrations from on-premises to cloud.

Experience in customer-facing roles with demonstrated capability in clearly presenting thoughts and ideas confidently to audiences of various sizes and technical knowledge levels. Design and architecture of projects with different sizes and criticality using ITIL, SAFe, Kanban, SCRUM and COBIT.

## LANGUAGES

### English

Professional Working Proficiency

### Portuguese (Brazil)

Native Proficiency

## CERTIFICATIONS

### Business Administration and Information Technology Management

FIAP (2020)

### VMware Certified Associate - Data Center Virtualization

VMware

### Windows Server Virtualization, Configuring

Microsoft

### ITIL v3

AXELOS

## PROJECTS

### DBAAS at Velocity Technology Solutions

Glasgow, UK - 2020

I did the architecture and the deployment to provide on our platform the DBaaS product to run at AWS using SQL Server over Windows Server.

### Cloudification at TOTVS S/A

Sao Paulo, BR - 2016 - 2017

Provisioning of the TOTVS products on public clouds as Azure, Amazon and our private cloud with OpenStack.

### Implementation of IT Level Services at TOTVS S/A

Sao Paulo, BR - 2015 - 2016

Creation of OLA with the internal IT area of TOTVS. Identifying customer needs, integration of internal areas involved with suppliers, creation and supply of the service catalog, as well as all service and system indicators (infrastructure, applications, etc ...).

### PCI-DSS 2.0 and PCI-DSS 3.0 at Locaweb Corp

Sao Paulo, BR - 2013 - 2014

Certify the Locaweb datacenters with PCI-DSS 2.0 and PCI-DSS 3.0 (first service provider certified in Brazil).

## EXPERIENCE

### Senior DevOps Engineer at Velocity Technology Solutions

Glasgow, UK - Nov 2017 - Set 2019

#puppet #nodered #ci/cd #loadbalancers #erp #sqlserver #powershell #python #ruby #batch #vbscript #golang #azure #oci #aws #git #gitlab #packer #vault #hashicorp #servicenow #kanban

I'm working focused on the design, development, and implementation of automation to install and configure backups, operating systems, ERPs, applications, monitoring and security policies for complex environments with Disaster Recovery and High Availability. I'm working actively in many ecosystems of the critical mission to move or create from scratch on Clouds like AWS, OCI and our Private Cloud (VMware).

**Key Responsibilities:** Support worldwide customers to migrate to Cloud (AWS and OCI); Assist with solving technical problems for multi-location teams around the world (India, USA, United Kingdom and Brazil); Full-time work with participation in a 24x7 on-call rotation; Define development and operation planning tools and processes for highly scalable Linux and Windows environments using Puppet; Provide Support for engineers, developers and application owners as needed; Performance tuning, benchmarking, troubleshooting, debugging and systems scaling skills (L3); Monitor systems to ensure they meet both users' needs and business goals; Ability to code and script in PowerShell, Python, Ruby and Golang;

### Product and Solution Management of Cloud Computing at TOTVS S/A

Sao Paulo, BR - Apr 2017 - Nov 2017

#iis #pache #nginx #aspnet #advpl #salt #git #bitbucket #jira #kanban #ci/cd #bigip #dell #cisco #ucs #ciscoucs #netapp #sqlserver #oracle #mysql #powershell #python #ruby #batch #vbscript #azure #aws #openstack #vmware #protheus #rm #fluiq #vmware #hyper-v #datadog #pageduty

I was responsible for managing product roadmap, requirements management, customer pipeline, investment in the product development and the ROI, bridge communication between business and technical areas and guide business stakeholders towards the optimal technical solution, manage spending to achieve all product performance metrics.

**Key Responsibilities:** Make functional and commercial definition of Cloud Products and Services; Define basic technical requirements with the operation for the development of new Cloud products and services; Define together with the operation the Technical Implementation Plan, Test Plan and Acceptance of the Cloud Products and Services; Promote training for the areas of Sales, Pre-sales and Cloud Support; Elaborate and manage the Business Plan and investment budget for Cloud Products and Services; Manage the indicators of Capex, Opex and Revenue of Cloud Products and Services; Monitor and prioritise the deliveries of the development teams; Identify and evaluate business opportunities, determine the strategic adjustment conditioned by technical feasibility; Identify, develop and manage contractual, technical and consulting relationships with strategic partners and providers, including subsidiary relationships and projects; Analyse product and financial management reports to identify and report trends and problems weekly, monthly and annually;



## EXPERIENCE

### Cloud Computing and Infrastructure Coordinator at TOTVS S/A

Sao Paulo, BR - Jul 2015 - Nov 2017

#iis #pache #nginx #aspnet #advpl #salt #git #bitbucket #jira #kanban #ci/cd #bigip  
#dell #cisco #ucs #ciscoucs #netapp #sqlserver #oracle #mysql #powershell #python  
#ruby #batch #vbscript #azure #aws #openstack #vmware #protheus #rm #fluig  
#vmware #hyper-v #influxdb #kibana #elk #pagerduty #datadog #appdynamics

I supported the Internal IT and offices users around Brazil and a couple of countries in Latin America (14k users) to ensure technology is in full working order, whilst providing expertise to resolve OS, hardware, software and cloud solution resolutions. Team Lead of a high-performance team, acting as responsible for the results related to the implementation of methodologies, IT processes and support tools. (Budget ~ R\$10M)

**Key Responsibilities:** I helped to fill the gap between business and IT needs; Develop business cases and negotiate with suppliers; Select new methodologies, frameworks and good market practices for technology processes and propose adoption to improve the efficiency of IT processes; Identify needs for innovations in implemented systems; Analyse and report to the business and IT areas the IT Services/Systems performance; Lead the design and deployment of the complex solutions involving TOTVS technologies, Cisco UCS and other suppliers on the clouds as well, like AWS and Azure;

### Premier Field Engineer at Microsoft Corp

Sao Paulo, BR - Nov 2014 - Jul 2015

#iis #apache #nginx #asp #aspnet #mvc #php #dotnet #bigip #cisco #netapp #sqlserver  
#oracle #mysql #powershell #batch #vbscript #azure #vmware #hyper-v #systemcenter

I worked on Itaú a bank leader of the market in Brazil, building, deploying, operating and optimising sizeable complex enterprise environments, also being responsible for customer satisfaction, deployment, adoption and support of enterprise Microsoft deployments.

**Key Responsibilities:** I've been worked independently in a fast-paced environment where technology and customers' requirements changed regularly; Serving as a vital customer-facing technical resource, I was responsible for providing a mixture of tailored proactive services and reactive assistance that span the planning, migration and operations; Key technical resource for the customer, primarily focused on delivering proactive services such as education workshops, delivering assessments and providing tailored guidance; In-depth knowledge of supporting and complementary technologies, such as Active Directory, MSSQL, IIS and PowerShell; Support for applications client/server, networking and databases; I've been solved problems at the experienced level in large network environments while working with multiple layers of engineering, network and administrative staff;

### IT Infrastructure Specialist at Locaweb Corp

Sao Paulo, BR - Apr 2013 - Nov 2014

#iis #apache #nginx #php #asp #aspnet #php #dotnet #bigip #dell #hp #emc  
#sqlserver #oracle #powershell #batch #vbscript #vmware #hyper-v #fortinet #cisco  
#nas #san #storage #blade #servers #newrelic #nagios #checkmk #chef

Responsible for supporting strategic customers, I acted on the resolution of incidents, troubleshooting and root cause reports. Support for pre-sales team in technical and commercial proposals, beyond strategic meetings with customers and suppliers to create solutions aligned with our business goals.

I had the opportunity to participate in a very important and strategic project to the company, the PCI-DSS 2.0 certification (Payment Card Industry Data Security Standard). I worked from planning to deployment, and after one year of activities, we have become the first service provider on Latin American with all its infrastructure within the security standard for organizations dealing with major card companies, including Visa, MasterCard and American Express, and 2014 we got PCI-DSS 3.0.

**Key Responsibilities:** Work with customers teams to understand their requirements; Track technology developments from suppliers and partners to determine future opportunities that will come from technical developments; Develop infrastructure and design technology roadmaps to set out where and how new technology will be deployed; Develop business cases to explain the value and investment requirements for new technology solutions; Run pilots of new solutions and agree how new technology will be established in production use; Assist in the implementation of new technology solutions, focusing on quality delivery and excellent handover to the people that will manage them in operation; Contribute, or otherwise assist, as required;

### Senior IT Analyst at SecrelNet

Fortaleza, BR - Oct 2008 - Mar 2013

#iis #apache #nginx #php #asp #aspnet #dotnet #php #bigip #dell #hp #emc #sqlserver  
#oracle #powershell #batch #vbscript #vmware #hyper-v #astaro #fortinet #cisco  
#scvmm #scsm #scdpm #storage #san #tomcat #zimbra #backupexec #arcserver

Responsible for supporting the strategic customers and critical mission of the company. Acted in resolving incidents, research and development of root cause reports in Web-tier servers, database and network. Participated in strategic meetings with the customer management area and vendors to develop technical and commercial proposals, seeking the best solution aligned with the company's objective.

**Key Responsibilities:** Work with customers teams to understand their requirements; Track technology developments from suppliers and partners to determine future opportunities that will come from technical developments; Develop infrastructure and design technology roadmaps to set out where and how new technology will be deployed; Develop business cases to explain the value and investment requirements for new technology solutions; Run pilots of new solutions and agree how new technology will be established in production use; Assist in the implementation of new technology solutions, focusing on quality delivery and excellent handover to the people that will manage them in operation; Contribute, or otherwise assist, as required;