

# Eduardo Pereira Garcia - Resume

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## Objective

SRE and Application Support

## About Me

- ***Over 20 years of experience*** in Software Development, Data Analysis, and SRE
- Transitioned across ***different business areas and industries***
- Teaching experience: ~4 years as educator
- **International experience:** Payroll systems (US) and ERP migration (Canada)

## Core Competencies

### Languages

- **Portuguese:** Native
- **English:** Advanced (B1+)
- **Spanish:** Intermediate (B1)

### Methodologies & Frameworks

- ***ITIL Foundation***, Kanban, Agile
- Process Mapping, ***Continuous Improvement***
- White Belt (Lean Six Sigma)

### Monitoring & Infrastructure

- ***Docker***, ***Kubernetes***, Rancher, OpenShift
- Dynatrace, Grafana, ***InfluxDB***, Kibana
- Solarwinds DPA

### Operating Systems

- Windows, ***Linux***, MacOSX

### Programming Languages

- **VBA**, C#, JavaScript, NodeJS
- Go/Golang, Dart/Flutter, **Python**

### Databases

- **SQLite**, SQL Server
- Redis, MongoDB, **MySQL**, PostgreSQL

### Business Intelligence & Tools

- Power BI, SharePoint Designer
- InfoPath Designer, Microsoft Office Suite

## Professional Experience

### EPAM Systems

Full-time • 1 yr 10 mos

**SRE Senior Application Support Analyst (Hybrid)** Apr 2024 - Present • Málaga, Andalusia, Spain

- *Create optimizations through scripts and process improvement to ensure applications run smoothly and perform optimally*
- Provide proactive maintenance and monitoring
- Consult with development teams on proper application deployment
- React quickly to software malfunctions and unresponsive systems
- **Key Technologies:** Solarwinds DPA, Docker, Kibana, Python, GCP, Grafana, PowerShell, Microsoft Copilot

**SRE Senior Application Support Analyst (Remote)** Dec 2023 - Mar 2024 • 4 mos • Jaguariúna, São Paulo, Brazil

- Ensured applications run smoothly and perform optimally
- *Provided proactive maintenance and monitoring*
- Consulted with development teams on application deployment
- **Key Technologies:** Solarwinds, Docker, Kibana, Python, GCP, Grafana

### Valembi

Full-time • 2 yrs 6 mos

**Site Reliability Engineer Specialist** Sep 2022 - Dec 2023 • São Paulo, São Paulo, Brazil

- *SRE, Development and DevOps activities support with focus on Customer Experience*
- Python Scripting for TimeSeries data storage in InfluxDB and Postgres
- GitLab and TFS CI/CD pipeline management
- Business Process implementation and improvement
- Go (Golang) Fiber and Flutter web/mobile application creation
- Angular (JavaScript) Front-End and Kotlin (Java) Back-End Application Support
- **Key Technologies:** Rancher, OpenShift, Kubernetes, Docker, InfluxDB, PostgreSQL, ActiveMQ

**Senior Software Site Reliability Engineer** Jul 2021 - Sep 2022 • São Paulo, São Paulo, Brazil (Hybrid)

- SRE and DevOps activities support with Customer Experience focus
- *Python Monitoring Scripting and TimeSeries data capture for InfluxDB and Postgres*
- Business Process implementation and improvement
- Python FastAPI and Flutter web/mobile creation
- Angular (JavaScript) Front-End and Kotlin (Java) Back-End Application Support
- **Key Technologies:** Python FastAPI, Flutter, Redis, Rancher, Kubernetes, Docker

### IT Consultant (Parallel Positions)

**IT Microsystems** Part-time • Mar 2019 - Feb 2022 • 3 yrs • Greater São Paulo Area

- *Data ETL, process automation, Web and Mobile Apps creation*
- Reporting Automation for Microsoft Excel and Project
- Data Analysis, Linux Cloud Administration, and MySQL DBA
- **Key Technologies:** Google Scripting, VBA, Python, JavaScript, Redis, Digital Ocean

**GescorpGO** Full-time • Mar 2019 - Jun 2021 • 2 yrs 4 mos • São Paulo, Brazil

- Reporting Automation for Microsoft Excel and Project
- *Data Analysis, Linux Cloud Administration, and MySQL DBA*
- **Key Technologies:** NodeJS, Shell scripting, Python, Lua

## **AB InBev**

Full-time • 10 yrs 11 mos • Campinas, São Paulo, Brazil

**Senior Data Analyst** Oct 2015 - Oct 2018 • 3 yrs 1 mo

- *Built database with ~2,300 Alcoholic Beverage Volume Percentages supporting over 500 Million Hectoliters/Year of beer sales*
- **Key Technologies:** Excel, VBA, Power Query, Power BI, R Programming

**Senior Software Engineer** Dec 2013 - Sep 2015 • 1 yr 10 mos

- Variable Payment Model implementation for 50+ wholesalers
- *Reduced acquisition time from 90 to 15 days and payroll processing from 4 to 1 day*
- **Key Technologies:** C#, ASP.NET MVC, SQL Server, Visual Basic

**Software Engineer 2** Jan 2010 - Nov 2013 • 3 yrs 11 mos

- Built Purchase Orders workflows using Microsoft SharePoint
- *Managed ~1,000 PRs-POs requests with over US\$ 1,000,000.00 monthly budget*
- **Key Technologies:** SharePoint, VBA, Visual Basic, Excel

**Junior Software Engineer 2** Dec 2007 - Dec 2009 • 2 yrs 1 mo

- *Process automation for Accounts Payable, Accounts Receivable, Logistics Analytics and Payroll*
- **Key Technologies:** Oracle Reports, SAP Products, VBA, Visual Basic

## **Teaching Positions**

**MBA Teacher** Policamp • Part-time • Oct 2012 • Greater Campinas

- Human Resources Management classes for MBA in Project Management course (~20 students)

**Vocational Technical Course Teacher** IBRAFEM - Instituto Brasileiro do Futuro Empresário • Part-time • Feb 2005 - Dec 2008 • Piracicaba, SP

- Computer programming classes for 20-30 students
- *Teaching Programming Logic in Pascal/Object Pascal Languages*
- Software Development with Delphi & Firebird

## **Early Career**

**Software Engineer 1**

**Proxima Software and Services** • Full-time • Jul 2003 - Jan 2006 • Piracicaba, SP

- *Oracle 8i database integration between PRX Delphi application and SAPIENS*
- Development of Entomology module for PRX software
- Development of Harvesting information collection software using Basic
- Focus on sugarcane and ethanol industries
- **Key Technologies:** Oracle 8i, Borland Delphi, Basic

## Junior Software Engineer 1

**Sjmo Assessoria • Full-time • Jan 2003 - Jul 2003 • Piracicaba, SP**

- *Development of Phocus SysRH 1st version for Salary Research*
- Application setup in customer infrastructure
- **Key Technologies:** Visual Basic 6, Microsoft Access

## Data Entry Clerk

**The Goodyear Tire & Rubber Company • Contract • Jul 2002 - Dec 2002 • Campinas Area**

- *Maintenance parts stock translation from Portuguese to English and automation*
- **Key Technologies:** AS/400 scripting

## Information Technology Intern

**Banespa S.A. • Internship • Dec 1998 - Dec 2000 • Araçatuba, SP**

- *Internet Banking software setup*
- Working Capital paychecks handling
- Insurance contract making
- **Key Technologies:** Banespa Home bank, Excel, VBA

## Education

**INPG Business School**

**Post Graduation in IT Project Management**

**Feb 2008 - Apr 2009 • Grade: 10/10**

- *Introduction to ITIL and PMI PMBOK*
- Final Paper on Version Control Management (Maximum score achieved)
- Focus on Service-Level Agreements (SLA) and Software Development

**FISMA - Faculdades Integradas Stella Maris de Andradina**

**Bachelor's Degree in Information Technology**

**Jan 1998 - Dec 2000 • Grade: 9/10**

- Software development, IT management and Team leadership
- **Created/presented software to manage water treatment products company (zero bugs)**
- Focus on Software Development and Windows systems

## Certifications & Licenses

### Major Certifications

- **Salesforce Certified AI Associate** - Salesforce • Jan 2025 • Credential ID: 5721375
- **ITIL Foundation Certification in IT Service Management** - AXELOS Global Best Practice • Oct 2016 • Credential ID: 5811679.20584384

### Google Cloud Platform (Recent - 2025)

- **Build a Website on Google Cloud Skill Badge** - Google • Sep 2025 • Credential ID: 18144328
- **Getting Started with Google Kubernetes Engine** - Google • Sep 2025 • Credential ID: 18054862
- **Kubernetes in Google Cloud** - Google • Sep 2025 • Credential ID: 18105402

- **Managing Security in Google Cloud** - Google • Sep 2025 • Credential ID: 18020152
- **Build a Secure Google Cloud Network** - Google • Aug 2025 • Credential ID: 17492014
- **Cloud Engineering** - Google • Jul 2025 • Credential ID: 17089634
- **Essential Google Cloud Infrastructure: Core Services** - Google • Jul 2025 • Credential ID: 16818200
- **Google Cloud Fundamentals: Core Infrastructure** - Google • Jul 2025 • Credential ID: 17086341
- **Networking in Google Cloud: Fundamentals** - Google • Jul 2025 • Credential ID: 17126202
- **Essential Google Cloud Infrastructure: Foundation** - Google • Jun 2025 • Credential ID: 16437938
- **Google Cloud Essentials** - Google • Apr 2025 • Credential ID: 15092957
- **Baseline: Infrastructure** - Google • Jul 2025 • Credential ID: 16821912

## Development & Data Science

- **Learning Google Flutter for Mobile Developers** - LinkedIn • May 2021
- **MongoDB Basics** - MongoDB • Dec 2018 • Credential ID: f08f755d-79bf-4a14-9386-75c16bb1
- **R Programmer Track** - DataCamp • Oct 2018 • Credential ID: 56462
- **Intro to Python for Data Science** - DataCamp • Jan 2017 • Credential ID: 2114093

## AI & Microsoft Copilot

- **Elasticsearch Essential Training (2023)** - LinkedIn • Aug 2025
- **Copilot in Teams: AI-Powered Collaboration** - LinkedIn • Apr 2024
- **Streamlining Your Work with Microsoft Copilot** - LinkedIn • Apr 2024
- **ITIL® Foundation 4 First Look** - LinkedIn • Sep 2024

## Git & Version Control

- **Command Line Essentials: Git Bash for Windows** - StackSkills • Nov 2019
- **Git Started with GitHub** - StackSkills • Nov 2019
- **Learning Git** - StackSkills • Nov 2019
- **Mastering Git** - StackSkills • Nov 2019

## Security & Penetration Testing

- **Learn Burp Suite for Advanced Web Penetration Testing** - StackSkills • Nov 2020

## Digital Marketing

- **Diploma in Digital Marketing** - CPD Training (UK) Ltd • Mar 2016

## Language Certification

- **IELTS General Training** - Cambridge English • Jul 2019 (Expired Jul 2021) • Credential ID: 19BR000308PERE047G

## Courses & Additional Training

### AmBev University

- **MAPP - AmBev Project Planning Methodology** (Oct 2012)
- **White Belt** (Feb 2012)

## Microsoft Virtual Academy

- Adding Style with CSS (Jan 2016)
- C# Programming Jump Start (May 2014)
- HTML5 & CSS3 Fundamentals (Jan 2016)
- JavaScript Fundamentals for Absolute Beginners (Aug 2016)
- Software Development Fundamentals (May 2014)

## Key Projects

### ABV Mapping and Results Build

Aug 2017 - Oct 2018 • AB InBev

- Built database of collected ABV (Alcohol By Volume) percentages
- *Cross-referenced with Beer Sales Volume using Excel Power Query*
- Supported over 500 Million Hectoliters/Year of beer sales
- **Technologies:** Excel Power Query, VBA, Power BI, R Programming

### Solaris (Kaizen)

Apr 2017 - Oct 2017 • AB InBev

- *Area restructuring project using Kaizen methodology*
- Improved Time and Quality of deliverables
- Implemented Process Mapping, Workload Balance and Automation

### Variable Payment System

Apr 2013 - Dec 2016 • AB InBev

- Variable Payment standardization for 50+ wholesalers
- Different rules for commissions over production and working hours
- *Reduced acquisition time from 90 to 15 days*
- *Reduced payroll processing from 4 to 1 day*
- **Technologies:** C#, ASP.NET MVC, SQL Server

### SLA Tracking System

Jan 2009 - Dec 2009 • AB InBev

- *Comprehensive tool supporting entire SLA process*
- New SLA creation, approvals, owners, customers, deliveries and customer feedback
- **Technologies:** SharePoint, VBA, SQL Server

### Invoice Payment Tracking

Jan 2008 - Sep 2010 • AB InBev

- *Managed all invoice payments with any kind of issue*
- Tracking information between Requestors and BSC requests
- Budget management over US\$ 1,000,000.00 monthly

## Awards & Honors

### You Rock Award 2015

Global IBS Delivery & Operations • Jun 2015

- Category: Service Operations

- *Recognition: Rapid SQL Server issue identification and code restoration for virtual machine*

#### You Rock Award 2014

##### Global IBS Delivery & Operations • Mar 2014

- Category: Results
- *Recognition: Extra effort on SSIS package optimization*

#### Ninguém faz Igual (You Rock)

##### Centro de Serviços Compartilhados • Jul 2012

- MSGtoRTF Conversion Tool development
- *Tool to convert files from Outlook to Rich Text Format under IT security request*

#### Simplifica (Simplify)

##### Centro de Serviços Compartilhados • Mar 2009

- Innovative idea: Hold Application
- *Tool to help invoice payment process*

#### Military Service Excellence

##### Exército Brasileiro • Dec 1999

- *Certified for excellence in behavior, communications and technology*
- Regular shooting level achievement

#### Languages Spoken

- **Portuguese:** Native
- **English:** Advanced (IELTS Certified)
- **Spanish:** Intermediate

#### Volunteering

##### Software Engineer Non-Profit

##### GEPE - Albergue Alvorecer do Labor • Jan 2019 - Present

- *Creating applications to support Hostel operations*
- Social Services sector

#### Participant

##### Ambev • Dec 2007 - Dec 2010

- Visited “Lar Feliz” for *social and emotional support*
- Children services