# 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 (B2+)
- **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

**Valemobi**

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