

FREDERYCK BALEEIRO ESPINHEIRO SALES

Site Reliability Engineer (SRE) | Observability Engineer

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Castanhal – Pará, Brazil | English Fluent (B2/C1)

PROFESSIONAL PROFILE

SRE with **7 years in IT** and **2 years specialized in SRE/Observability**, architecting complete monitoring stack (Prometheus, Grafana, Loki, Zabbix, Elasticsearch). **Proven results:** 99% availability, 80%+ alert noise reduction in environment with 400+ hosts, server provisioning reduced from hours to minutes via IaC (Ansible/Terraform).

PROFESSIONAL EXPERIENCE

NOC Lead - Observability | Sea Telecom

Jul/2023 – Present (2y 4m) | Castanhal, PA, Brazil

Architecture & Observability: - Architected complete stack: **Prometheus (Mimir), Grafana, Loki, Zabbix, Elasticsearch, Rsyslog** + infrastructure (PostgreSQL, MySQL, Nginx, MinIO) - **99% availability** applying IaC, staging environments, and GitOps - **80%+ alert noise reduction** implementing SLIs/SLOs based on Golden Signals - **40%+ MTTD improvement** (Mean Time to Detect) via SLI-oriented dashboards - Capacity Planning: TSDB projection until 2026 with statistical modeling, remote write to Mimir (80% local storage reduction) - Multi-vendor observability (Huawei, Datacom, Fiberhome, ZTE) via SNMP

Automation & IaC: - **Ansible Framework:** 10+ reusable roles (PostgreSQL, MariaDB, MongoDB, Zabbix, GLPI, MinIO) + 15+ production playbooks - **Provisioning accelerated from hours → minutes**, eliminating 95% manual configuration errors - **Production Python tools:** NetBox-Zabbix Comparator (inventory auditing with Excel reports), CPE Onboarding/Offboarding Automation (lifecycle management with DBML schema), Grafana CLI Tool, SSH Orchestrator, custom fping-exporter - IaC with **Terraform** (cloud-init, Proxmox provider) + Git/Gitea versioning

Technical Leadership: - Conducting RCA, Blameless Post-mortems, and implementation of SLIs/SLOs/Error Budgets - Executive SRE technical proposal (LaTeX, C4/PlantUML diagrams, ROI/TCO analysis for AWS/GCP) - Critical incidents reduction: average 2/month → <2/year

Stack: Prometheus (Mimir) • Grafana • Loki • Zabbix • Elasticsearch • OpenStack • Docker • Linux (Debian/Ubuntu) • PostgreSQL • MySQL • Nginx • Python • Ansible • Terraform • Git/Gitea • Jenkins

Customer Support Lead | Sea Telecom

Sep/2022 – Jul/2023 (11m) - Coordination of critical incident response minimizing customer impact - **25% resolution time reduction** via KPI analysis (Power BI) and Lean/Kanban application

Customer Support Assistant | Sea Telecom

Feb/2022 – Dec/2022 (11m) - Data analysis (Power BI, Python/Pandas) identifying FTTH failure patterns

Telemarketing Operator | Sea Telecom

Sep/2020 – Feb/2022 (1y 6m) - FTTH network diagnosis (latency, DNS/DHCP, QoS/VLANs) using NMS (NETNUMEN/UNM)

Residential Electrical Designer | Freelance

Jan/2018 – Sep/2020 (2y 9m) | Autonomous project management (AutoCAD, technical documentation)

EDUCATION

Specialization in Site Reliability Engineering (SRE) | PUC Minas | 2025–2026 (In Progress)

Bachelor’s Degree in Electrical Engineering | Universidade Estácio de Sá | 2020–2024

Thesis on Machine Learning applied to electrical systems

TECHNICAL SKILLS

SRE & Observability: Prometheus (Mimir, remote write, capacity planning) • Grafana • Loki • Zabbix (advanced tuning) • Elasticsearch • Rsyslog • SLIs/SLOs/SLAs • Error Budget • Golden Signals • RCA • Blameless Post-mortem • MTTD/MTTR

Infrastructure & Cloud: OpenStack • Docker/Docker Compose • Kubernetes (k3s - Home Lab) • Linux (Debian/Ubuntu - hardening, systemd) • Nginx (reverse proxy, SSL/TLS) • MinIO • AWS (Cloud Fundamentals)

Automation & IaC: Ansible (10+ roles, 15+ playbooks) • Terraform (Proxmox provider, cloud-init) • Python (APIs, CLI tools, async programming, design patterns) • Bash • Go (in development)

Databases: PostgreSQL • MySQL • MariaDB • MongoDB • Time Series (Prometheus/Mimir, VictoriaMetrics)

CI/CD: Jenkins • GitHub Actions • ArgoCD • Git Hooks

Networking: FTTH (advanced troubleshooting) • SNMP • DNS/DHCP • QoS/VLANs • NMS (NETNUMEN, UNM) • Multi-vendor equipment (ZTE, FiberHome, Mikrotik)

Processes: ITIL • GLPI • Wiki.js • Lean/Kanban • 5 Whys • C4 Model

Data Analysis: Power BI • Python (Pandas, NumPy, Jupyter Notebook)

HOME LAB & PROJECTS

Active environment for continuous experimentation (GitHub: [@fredericksales](#)): - **Kubernetes**: HA k3s cluster on Proxmox with GitOps/ArgoCD, Zabbix deployment (Terraform+Ansible+Helm) - **Terraform**: Proxmox automation, cloud-init, dynamic Ansible inventory generation - **Observability**: LGTM stack (Loki+Grafana+Tempo+Mimir) with Grafana Alloy - **Python**: CLI tools with advanced design patterns (Singleton, Factory, Async/Await)

KEY CERTIFICATIONS

SRE & Cloud (2024-2025):

- Cloud Basics: Development and Basic Concepts (Huawei) - Aug/2025
- Getting Started with Linux Track (Alura) - May/2024
- Linux LPI Essentials Certification (Linux Professional Institute) - Jun-Aug/2024
- DevOps: concepts, commands and scripts in Linux CLI (Alura) - Jun/2024

Leadership (2023-2025):

- Tech Lead Track (Alura) - Apr/2025
- Digital mindset: remote leadership (Alura) - Oct/2023

Networking (2023):

- Networks: VLANs, access policies and internet (Alura) - Aug/2023
- MikroTik Course for Beginners (Redes Brasil) - Jul/2023

Others:

- Industrial Control and Automation (Estácio) - Jun/2024
- Python for Data Science (Alura) - Jun/2022