

## **Ivan Amaro**

Brisbane, QLD, Australia | [ivan.amaro@email.com](mailto:ivan.amaro@email.com) | +61 0412 452 565 |  
[www.linkedin.com/in/devopsivanamaro](https://www.linkedin.com/in/devopsivanamaro)

DevOps and Cloud Infrastructure Specialist with over a decade of experience in systems administration, automation, and cloud solutions. AWS Certified, with practical experience in AWS, Azure, and GCP environments. Expertise in RHEL, SUSE, CentOS, and automation tools like Puppet, Docker, and Jenkins. Skilled in managing large-scale deployments, ensuring high availability, and implementing innovative solutions to enhance system performance. Former technical team lead at GE Healthcare, responsible for technical team coordination, incident resolution, and cloud adoption initiatives. I am a passionate technology enthusiast, committed to leveraging innovative and creative solutions to solve problems while fostering mutual respect, knowledge sharing, sustainability, and continuous improvement. Strong advocate for lifelong learning and collaboration to drive meaningful outcomes in dynamic and high-pressure environments.

### **COMPETENCIES**

- Cloud Infrastructure & Platform Management (AWS, Azure, GCP)
- DevOps Practices & Automation (CI/CD, IaC, GitHub Actions, Puppet)
- Linux Server Administration & Scripting (Bash, Shell, Python)
- Configuration Management & Monitoring (Zabbix, CloudWatch, Grafana)
- Incident Response & Escalation (L2/L3 Support)
- Incident Response & Security Mitigation (Malware, Ransomware)
- Log Analysis & Root Cause Investigation (Medical Systems)
- VPN Troubleshooting & Secure Connectivity Restoration
- Data Protection & Compliance (Medical Data – HIPAA mindset)
- SSL Certificate Configuration (Java-based Interoperability)
- Linux Tuning & JVM Optimization for Java Applications (Tomcat, Jboss, others)
- Secure Deployment with Docker & Chef Engine
- Cross-Functional Collaboration with Global Network & Security Teams worldwide
- Agile & Collaborative documentations (Jira, Confluence)
- System Integration (Interoperability) & Cloud Migration Projects
- Cross-Functional Communication & Stakeholder Engagement
- Multinational Corporates Experience (GE, UOL, Butanta Institute)

### **EDUCATION & CERTIFICATIONS**

- AWS Certified Cloud Practitioner – 2024

- Preparing for AWS Certified Solutions Architect – Associate (2025)
- Enrolled in Certificate IV in Leadership & Management – Greystone (2025)
- Bachelor of Computer Science – On going (Brazil)
- Associate Degree in Computer Network – IBTA University (2015)
- I am currently studying React (Web Development) and Fortinet Network Security to enhance skills in full-stack development and cybersecurity practices.
- Completed Customer Service Fundamentals and Hotel Front Office Operations courses in Australia, focused on multicultural communication and service excellence - Dubai College of Tourism.

## PROFESSIONAL EXPERIENCE

### *System Engineer | GE HealthCare (2016 – 2024)*

- Technical Led by a team of 11 technicians across LATAM handling escalated incidents.
- Reduced case volume by 68% through root cause analysis and continuous process improvement, leveraging tools like Wireshark, JMeter, JVM and Linux Tunning, Grafana, Zabbix, and VMware vSphere.
- Managed databases (Oracle, MySQL, SQL Server, Sybase) and IT infrastructure solutions for networking, virtualization, containerization, storage, and database in both cloud (AWS, GCP, Azure) and on-premises environments.
- Defined and tracked team KPIs and ensured SLA adherence.
- Acted as escalation point and mentor for junior technicians.
- Collaborated with cross-functional teams to ensure seamless transitions between pre-sales, installation, and post-sales support. Promoted knowledge sharing across different teams in Latin America.
- Maintained proactive monitoring using custom active/passive health checks.

### *System Administrator – Ecommerce | UOL (2015 – 2018)*

- Managed UOL's e-commerce and payment gateway infrastructure comprising 10,000+ servers, reducing downtime by 20% through proactive monitoring and optimized operational procedures.
- Designed and implemented a web scraping-based monitoring system for the UOL homepage, which automatically triggered 500-status alerts when critical components failed.
- Created automation scripts to support real-time monitoring and preventive actions, significantly decreasing incident volume and response times.

- Led feature deployments and release cycles across QA, staging, and production environments, ensuring smooth rollouts and rapid incident resolution.
- Leveraged CI/CD tools including Jenkins, Git, Puppet, and Docker to automate deployment pipelines and enhance system reliability.
- Diagnosed and resolved complex issues related to networking, security, and storage, maintaining high system availability and performance.

### *Technical Support Analyst | Imovelweb (2012 – 2014)*

- Provided end-user support across head office and multiple branches nationwide, handling a wide range of issues including Outlook configuration, printer setup, PST recovery, and Windows profile troubleshooting.
- Joined the company with no existing IT processes in place; implemented structured support procedures and tools, significantly improving service quality and efficiency.
- Introduced and deployed OCS Inventory NG for asset management and remote monitoring, leading to a substantial reduction in support tickets through better visibility and control.
- Initiated and rapidly developed Linux expertise under the mentorship of a senior IT professional, taking on system-level tasks within just three months of starting.
- Played a hands-on role in relocating the company to a new branch, including network cabling, VoIP setup, and user profile migration.
- Demonstrated a strong desire to grow technically, particularly in network and system administration — which later materialized in my next role as a full-fledged SysAdmin at UOL.

### *Infrastructure & Technical Support | Butantan Institute (2010 – 2011)*

- Recruited through the university career department to support the IT infrastructure of Butantan Foundation, the administrative body behind Instituto Butantan — one of the most respected biomedical research institutions in Latin America.
- Joined a completely unstructured IT department and led initiatives to organize and professionalize daily operations in a highly sensitive research environment.
- Participated in a comprehensive rack redesign project, including fiber optic cable replacement (damaged by rodents) and optimization of network distribution across laboratories and vaccine production facilities.

- Performed hands-on support across all research labs and departments, including high-profile scientists such as Dr. Jorge Kalil and Dr. Isaias Raw. Due to strict lab protocols, all maintenance tasks had to be performed manually and under supervision, requiring technical precision and professional discretion.
- Implemented basic system monitoring and maintenance tools (e.g., CCleaner, defragmentation, patching) on legacy computers without remote access, improving performance and reducing disruptions in lab activities.
- Earned my first IT Certification (MCP – Windows 7) while working in this role, reinforcing foundational knowledge in systems administration.
- I attempted to introduce virtualization and process automation but had to adapt solutions to user limitations and security constraints typical of public-sector research environments.

### *Technical Support | Consulter Group (2008 – 2010)*

- Joined as a junior technician at age 17, quickly promoted to Analyst after successfully leading IT inventory projects for major clients such as Pamcary (GPS logistics), Braskem and Air Liquide.
- Delivered 2nd level support to both internal employees and external enterprise clients, ensuring rapid issue resolution and high customer satisfaction.
- Supported the “Software and Network Factory” team by configuring workstations, optimizing system performance, and managing infrastructure based on Windows Server 2003/2008, including Active Directory, DNS, DHCP, NTFS, and Group Policies (GPOs).
- Implemented and maintained Symantec Backup Exec 11 for reliable backup and disaster recovery operations.
- Developed and deployed login scripts using PsTools to automate user operations across multiple domains.
- Supported and helped implement asset inventory and service desk systems for high-profile corporate clients, often working directly in executive offices to ensure smooth software deployment and adoption.
- Managed internal and external email accounts via exchange, ensuring seamless communication across departments.
- Created SQL queries and processed operational data using Microsoft Office tools, generating reports and schedules to support IT project planning.
- Acted as liaison with suppliers and vendors across Brazil, resolving implementation challenges and ensuring service continuity.

- Delivered user training sessions and technical guidance, improving tool adoption and reducing support requests.
- Gained strong early experience in structured IT environments, contributing to critical infrastructure improvements while demonstrating maturity, leadership potential, and eagerness to learn.

## **Work Rights & Availability**

Currently holding a Student Visa (subclass 500), valid until March 2026, with full part-time work rights and open availability. Actively preparing documentation for Australian Skilled Visa (General Migration). Open to part-time, full-time, or contract roles, including positions with sponsorship pathways.

## **Professional Values & Differentials**

- Proactive, reliable, and adaptable in fast-paced environments
- Culturally agile with experience in multinational teams
- Committed to continuous improvement and learning
- Strong communicator with team leadership experience
- Able to work independently or collaboratively to meet project goals
- Committed to high ethical standards and continuous professional development
- Known for a proactive attitude, resilience under pressure, and effective communication in multicultural contexts
- Adaptive and quick learner, with practical exposure to field work, customer service, and operations in dynamic environments
- Currently expanding expertise in React development and cybersecurity, while pursuing certifications and building a portfolio that bridges technical excellence and strategic thinking.

## **REFERENCES**

Available upon request.