

# JORGE HENRIQUE STOCKER

Client Support Engineer focused on cloud, Kubernetes, distributed systems and enterprise data platforms

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## Summary

Client Support Engineer with more than ten years of experience in complex technical environments. Strong background in cloud infrastructure, Kubernetes, containers, distributed systems and integrations. Skilled at diagnosing critical issues, restoring stability and improving reliability for enterprise customers. Comfortable working across application, infrastructure and data layers, always with clear communication and a focus on measurable impact.

## Core Skills

- Cloud platforms AWS, GCP and Azure
- Kubernetes, containers and orchestration
- Distributed systems and data pipelines
- API design and integrations using Mulesoft and REST
- Linux, networking fundamentals and troubleshooting
- Root cause analysis and incident investigation
- Performance analysis and system reliability
- Customer communication and ownership of complex problems

## Experience

Client Support Engineer at BigID Mar 2022 to Present

Senior technical point for enterprise customers using BigID in multi cloud and hybrid environments. Work daily with Kubernetes clusters, containers, scanners, connectors and data discovery workflows across complex infrastructures.

- Diagnose and resolve complex issues involving authentication, networking, classification engines, data pipelines and integrations
- Support environments that use many connectors such as Salesforce, Oracle, Snowflake, SAP, SharePoint and ServiceNow
- Reduce incident resolution time by identifying root causes quickly and explaining impact and mitigation clearly to both customers and internal teams
- Collaborate with engineering to report defects, validate fixes and contribute to long term improvements in stability and performance
- Guide customers on best practices, capacity planning and configuration to prevent recurring failures

Premium Cloud Support Engineer at Atlassian Aug 2020 to Oct 2021

Provided advanced cloud support for Jira and other Atlassian products used by enterprise customers around the world. Investigated complex incidents by combining logs, traces, browser information and product configuration.

- Helped customers improve reliability, security and performance of their cloud environments
- Worked closely with internal teams to validate defects and recommend product changes
- Supported customers in business critical and time sensitive situations

Mulesoft Developer at GFT Group Dec 2019 to Jul 2020

Developed and maintained integration solutions using Mulesoft, Salesforce, AWS and internal applications.

- Built APIs and integration flows that improved data quality and automation
- Worked with CI and CD pipelines to support consistent delivery
- Collaborated with architects and business teams to translate requirements into stable solutions

## Mulesoft API Developer at ExxonMobil Oct 2021 to Mar 2022

Developed APIs and integration services using Mulesoft to support operations across different business units.

- Created and improved services that connected internal systems and cloud platforms
- Focused on reliability, security and performance of integration flows
- Worked with distributed teams to deliver secure and scalable solutions

## Application Support Analyst at ExxonMobil May 2017 to Oct 2019

Supported applications used in manufacturing operations and refineries, including Honeywell Unifformance, Wonderware Intelatrac and Siemens XHQ.

- Investigated incidents across infrastructure, data flows and application logic
- Developed integrations and web solutions using Mulesoft, Angular, SharePoint APIs and HTML
- Worked with global teams to maintain reliable and safe operations

## Senior Project Engineer at Wipro Oct 2019 to Nov 2019

Provided L3 support for Mastercard commercial applications running on Java and UNIX platforms.

- Investigated production incidents using logs and monitoring tools
- Worked with development teams to implement permanent fixes in sensitive financial environments

## Software Analyst at Bradesco Mar 2016 to May 2017

Developed backend and frontend enhancements for insurance applications used in Bradesco Internet Banking.

- Used Java EE, JSF, CSS, jQuery and IBM WebSphere platforms
- Improved robustness and usability for applications used by large customer bases

## Support Analyst at HSBC Technology Brazil Aug 2013 to Mar 2016

Supported global finance applications for business users in different regions.

- Diagnosed issues involving Oracle, MSSQL, Sybase, automation tools and monitoring platforms
- Worked with teams in several countries to resolve incidents and keep critical services available

## Software Developer at WLE Sep 2012 to Jun 2013

Developed ERP modules and automation routines and built data import tools for Firebird based systems.

## **Education**

Bachelor of Technology in Computer Software Technology Unicesumar

## **Certifications**

- AWS Cloud Practitioner
- Mulesoft Integration and API Design
- Jira Administration training
- Additional courses in cloud operations, Linux and distributed systems

## **Languages**

Portuguese native English advanced Spanish intermediate