MAIKEL REIS

SQUAD LEAD - ROBUST INCIDENT MANAGEMENT

CONTACT

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SKILLS

Leadership	Proactive
Communication	Problem solving
Active Listening	Emotional intelligence
Commitment	Resillence
Focus on results	Monitoring & Observability

CERTIFICATIONS

ITIL V3 Foundation	DevOps
SRE Foundation	AIOps Foundation

EDUCATION

MBA in Strategic Project Management and Agile Methodologies

Descomplica   2023 - 2024

Aligning project strategies with business objectives and driving efficient delivery. Gained expertise in Agile frameworks (Scrum, SAFe, Kanban) and leadership techniques to manage high-performing teams. The program emphasized innovation, adaptability, and strategic thinking in dynamic environments.

LANGUAGES

Portuguese ▬▬▬▬▬▬▬

English ▬▬▬▬▬▬▬

PROFILE

Experienced Site Reliability Engineer (SRE) with a strong background in maintaining and optimizing mission-critical systems. Certified in AIOps, SRE, and DevOps, with a focus on enhancing system stability, automation, and self-healing capabilities.

Lead incident analysis and rapid resolution in production environments ensuring MTTR and MTTS metrics are satisfied, driving system resilience and stability.

Develop and enhance dashboards and alerts using Splunk, Dynatrace, and Grafana, leveraging AIOps to improve predictive monitoring and automated incident resolution.

Strong expertise in infrastructure automation and cloud-native system provisioning (Kubernetes, Containers, PCF), enabling self-managing and auto-scaling environments.

Work closely with development, engineering, and product teams to optimize performance, enhance security, and ensure regulatory compliance.

With a passion for AIOps, reliability engineering, and automation, I continuously explore innovative technologies to drive the evolution of stable, autonomous, and high-performing systems.

WORK EXPERIENCE

Senior Principal Software Engineering

Dell Technologies   2021-Current

Key Responsibility:
- Manage and control Dell's Global Order Management flow
- Automate repetitive tasks
- Creation and management of Order Management Observability
- SRE of Order Management
- POC High/Critical Incidents Management

Activities:

- Tech Lead
- Direct collaboration with users to resolve their problems. Monitoring the deliverable from team.
- Handling and restoring service during outage by leading the outage calls.
- Work in Proactive ideas to save Human efforts and increase performance of components in production environment.
- Automate the manual efforts to reduce daily recurrent activities.
- Analyze and implementation of actions to reduce number of User incidents
- Create and configuring alerts, Dashboard and reports using Splunk, Dynatrace, Application insights to ensure maximum availability of Production applications.
- Coordination/Collaboration with development teams and client partners
- Application Support L3 working on high and critical escalation

Skills:
Leadership · Dashboards · Splunk · Grafana · Inicident Management · Problem resolution · Process Automation · Coaching e mentoring

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INCIDENT MANAGEMENT

MBA in People Management, Leadership and Coaching

Descomplica   2023 - 2024

Empowering teams, fostering collaboration, and driving performance. Developed skills in leadership strategies, talent management, and coaching to enhance individual and team growth. The program emphasized emotional intelligence, communication, and building strong organizational cultures.

EXPERTISE

- **Problem Solving and Out-of-the-Box Thinking:** Proactively addressing challenges and finding innovative solutions.
- **Leadership and Team Collaboration:** Driving teamwork and empowering teams to achieve operational excellence.
- **Observability and Fast Feedback:** Leveraging tools like Splunk, Grafana, and Dynatrace to ensure system reliability and quick response times.
- **Automation:** Expertise in creating and automating manual tasks to increase efficiency.
- **Strategic Thinking and Stakeholder Collaboration:** Aligning technical goals with business objectives to ensure successful project delivery.
- **Continuous Learning:** Staying updated with emerging technologies and trends to drive innovation.
- **Incident Management and RCA:** Leading crisis resolution and root cause analysis to minimize downtime and improve processes.

WORK EXPERIENCE

Application Management Senior Advisor

Dell Technologies   2019-2021

Key Responsibility:
- POC of Order Management Middleware applications
- Manage PAS (Proactive Stories)
- Training and Knowledge sharing.

Activities:
- Application Support L3 working on high and critical escalation
- Team lead of TRX Reliability team, leading team across globe working in incident reduction plans and initiatives
- Reporting and analysis of incidents working on initiatives to reduce number of incidents and tasks
- Knowledge sharing with team members
- Knowledge base creation and documentation
- Trainee
  - ACC (L1) application support training
- Support and issue debugging on Microservice, PCF, RabbitMQ

Skill:
Incident Management, Knowledge sharing, Continuous learning, Agile methodology

Application Mgmt Advisor

Dell Technologies - Austin   2014-2019

Key Responsibility:
- Team lead in Middleware
- Scrum Master for initiatives
- Training and Knowledge sharing.

Activities:
- ACS Middleware leader, acting as technical leader providing guidance, improving procedures, reducing and preventing incidents.
- Implemented SOA Dashboard using Splunk to help and increase troubleshooting time on SOA applications
- Implemented ACS (Advanced Customer Service) to Middleware team, engaging team with innovations and improvements
  - Reduced 20% of incidents created and improved 15% of customer satisfaction with our services
  - Got 100% team participation in initiatives
- Implemented KANBAN and method Agile
- Developing Leadership skill and people management
- Team leader for India members
- Lead weekly team meetings globally with APJ, US, India and BR members
- Point of Contact for Middleware application, leading bridges and providing guidance to the team

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TO WHOM IT MAY CONCERN,

I am excited to apply for the position of Squad Lead at Magalu Cloud. With over 15 years of experience in Incident management, software engineering and system reliability, I believe my expertise in automation, operational visibility, and technical leadership would make me a valuable addition to your team.

During my career at Dell, I have played a key role in optimizing processes and delivering innovative technology solutions. I began in client engineering support, later transitioning to the Middleware team, where I managed technologies like Weblogic, OSB, and BOOMI, while implementing automation to enhance performance and visibility. This experience culminated in my role as Tech Lead in the U.S., where I led the automation of critical processes in complex Weblogic environments.

Since 2016, as part of the Order Management team, I developed dashboards in Splunk, significantly improving visibility across the order processing flow giving a real time feedback of environment. My technical expertise has since expanded into cloud and container technologies like PCF, Kubernetes, RabbitMQ, and Kafka, while also building robust dashboards using tools such as Grafana and Splunk.

Currently, as an SRE, I focus on leading automation projects, including Python scripting, and self-healing strategies to enhance application resilience and minimize downtime. My approach is always centered on leveraging technology to improve outcomes for both users and the business.

Beyond my technical background, I hold MBAs in Strategic Project Management, Agile Methodologies, People Management, Leadership and Coaching, and Entrepreneurship. I am currently pursuing some trainings in AI , with a particular focus on exploring how AI can revolutionize operations and drive efficiency.

What truly drives me is my passion for people. As an active mentor, I encourage team growth and foster a culture of collaboration and continuous learning. I am confident that my combination of technical skills, strategic vision, and people-centric approach can significantly contribute to the success of Magalu Cloud's team.

Thank you for considering my application. I look forward to the opportunity to discuss how I can help enhance efficiency, reliability, and innovation within SAP's SRE environment.
Sincerely,

SINCERELY,

MAIKEL REIS