



PROFESSIONAL SUMMARY

Driven DevOps engineer with career-long record of success with cloud infrastructure

Results-driven engineer regarded for developing and maintaining systems in accordance with demanding corporate and client requirements. Recommended for analytical skills, with the ability to solve problems using a combination of industry standard and cutting-edge technologies, resulting in process automation and preventing service disruption. Ability to work independently and collaborate with individuals from diverse backgrounds. Academic qualifications include a Master of Science in Automation and Systems Engineering from the Federal University of Santa Catarina.

CORE COMPETENCIES

- Networking
- Project management
- Cross-functional collaboration
- Requirements definition
- Service deployment
- User testing
- Technical support
- Roadmap development
- Quality assurance

PROFESSIONAL EXPERIENCE

ELEPHANTDRIVE INC., LOS ANGELES, CA [H1B VISA], OCTOBER 2021 TO PRESENT

DEVOPS ENGINEER

- Oversee the creation of GitLab CI/CD pipelines to automate software development, testing, and release.
- Identified an opportunity to automate manual service deployment, reducing total time by 70%.
- Guided the migration of all codebase (git and SVN-based) from Beanstalk to GitLab.
- Supervise the AWS infrastructure using Terraform, AWS Console, Grafana, Prometheus, ELK, and others.
- Design and execute development roadmaps for client applications and websites; bridge communications with clients regularly to align objectives, discuss progress, and resolve challenges.
- Direct software releases with strategic partners and the publishing of new versions to app stores.

ELEPHANTDRIVE INC., BRAZIL, REMOTE, MARCH 2020 TO SEPTEMBER 2021

DEVOPS SPECIALIST

- Created Kibana dashboards with reporting on service health and client-related requests; ensured developers were equipped with detailed information about client behavior and request statistics.
- Delivered comprehensive, hands-on troubleshooting during live service interruptions as well as contributed to incident reporting.
- Exemplified best practices in the organization based on the AWS Well-Architected framework; required MFA for all accounts and disabling console access for users that only require programmatic access.
- Collaborated on migrating systems from using hardcoded AWS access keys to using IAM roles.
- Conceptualized, developed, and implemented roadmaps for client applications and websites; bridged communications with clients regularly to align objectives, discuss progress, and resolve challenges.
- Authored documentation about internal development and deployment processes.

ELEPHANTDRIVE INC., BRAZIL, REMOTE, JUNE 2016 TO FEBRUARY 2020

TECHNICAL SPECIALIST & MARKET DEVELOPMENT CONSULTANT

- Monitored and maintained the performance of the remote infrastructure used for testing and building client applications with Windows, Linux, and NAS servers; ensured full accessibility and functionality at all times, including high-volume periods.

- Executed manual and automated testing and quality assurance tasks for websites and client applications on Windows, macOS, Ubuntu, and NAS; programmed tests for the websites using Selenium for Java.
- Provided knowledgeable insights to optimize the development roadmap for client applications (mobile, desktop, NAS) and website.
- Delivered Level 1 and 2 support in Brazil and Level 2 support worldwide; engaged with users in a friendly, professional manner to troubleshoot, diagnose, and resolve their issues; sustained a 92% “good” satisfaction rating in Zendesk with 7500+ tickets resolved.

EDUCATION AND CREDENTIALS

MASTER OF SCIENCE (M.Sc.) IN AUTOMATION AND SYSTEMS ENGINEERING, 2022

Federal University of Santa Catarina (UFSC) – Florianópolis, SC, Brazil

Thesis: [BDI Agent-Oriented Programming in Embedded Systems](#)

Published paper: [Directions for Implementing BDI Agents in Embedded Systems with Limited Hardware Resources](#)

BACHELOR OF SCIENCE (B.Sc.) IN TELECOMMUNICATIONS ENGINEERING, 2019

Federal Institute of Santa Catarina (IFSC) – São José, SC, Brazil

STUDY ABROAD: UNDERGRADUATE COURSEWORK IN ELECTRICAL ENGINEERING, 2015 – 2016

University of California – Santa Barbara, CA

ADDITIONAL CERTIFICATIONS

- [AWS Certified Solutions Architect - Associate](#) (March 2023)
- [Oracle Cloud Infrastructure Foundations/Associate](#) (2021/February 2022)
- [GitLab Certified Associate](#) (January 2022)

AWARDS AND HONORS

- Brazil Scientific Mobility Program [full scholarship to study abroad financed by the Brazilian government]

ADDITIONAL INFORMATION

Languages: English (fluent/IELTS General Training – 8), Portuguese (native)

Technical Proficiencies: Python, Docker, Bash, Linux, AWS (EC2, S3, Route 53, VPC, Lambda, CloudWatch, Config, Budgets), Terraform, Pypi, Codacy, SSH, Git, GitLab CI, C/C++, GitHub Actions, LaTeX, Jira, MATLAB, MySQL, Jenkins, GCP, OCI

GitHub: <https://github.com/matuzalemmuller>