

PAULO AZEDO

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SUMMARY

Experienced IT professional with over 20 years of expertise in infrastructure management, systems architecture, and IT operations in multinational financial institutions and IT consulting. Proven experience in on-premises and cloud infrastructure, particularly with AWS, GCP, OCI, and Azure, focusing on automation, cloud security, and regulatory compliance. Skilled in monitoring and troubleshooting complex production environments across Linux/Unix, Windows, and networking platforms. Adept at shifting operational posture from reactive to proactive, driving incident management, and problem resolution to optimize system performance and availability. Experience in CI/CD pipelines, DevOps practices, and collaboration across cross-functional teams, with a strong background in Infrastructure as Code (IaC) using Terraform, Ansible, and CloudFormation. Excellent track record in reducing operational costs, improving system reliability, and leading large-scale cloud migrations and disaster recovery projects. Passionate about leveraging technology to enhance business continuity, process automation, and operational efficiency in fast-paced environments.

EXPERIENCE

*ABN AMRO Clearing Bank, **IT Manager***

Mar 2022 - Aug 2024

- Spearheaded the IT strategy and managed the seamless integration of IT infrastructure for two merged companies (Bank and Clearing) in Brazil, leading to a 30% reduction in IT costs and enhanced system performance.
- Led the IT infrastructure migration for critical systems, including core banking, payments, and foreign exchange systems, to AWS, ensuring 99.999% uptime, business continuity, and adherence to regulatory compliance.
- Led the establishment of ABN AMRO's third business line in Brazil, overseeing the full IT infrastructure deployment, system configurations, and ensuring regulatory compliance with the Brazil Stock Exchange (B3) to enable the brokerage's operations, allowing clients to trade directly through ABN AMRO as a licensed brokerage.
- Drove DevOps adoption, optimizing workflows using Jenkins, Ansible, and Terraform, and led the implementation of Amazon EKS for managing containerized applications, improving scalability and efficiency. Additionally, conducted extensive experimentation with Kubernetes, evaluating its potential for future production workloads and gaining hands-on experience with container orchestration and management.
- Managed a global cross-functional team, aligning local IT operations with global infrastructure strategies, and developed business continuity and disaster recovery plans to ensure seamless operations across Brazil and global branches.
- Led the adoption of Agile methodologies, including Scrum, for project management, enhancing collaboration, optimizing workflows, and ensuring timely project delivery in an evolving IT environment.

Tools: AWS, OCI, Confluence, Jira, Bamboo, Jenkins, Splunk, Bitbucket, Terraform, CyberArk, GitLab, Ansible, ServiceNow, Grafana, Zabbix, Nagios.

*ABN AMRO Clearing Bank, **Senior Systems Engineer***

Nov 2016 - Mar 2022

- Managed on-premise and cloud infrastructure (AWS), ensuring 99.999% uptime and overseeing diverse environments (Linux, Windows, VMware, Oracle, MSSQL, Postgres), focusing on high availability, security, and performance.
- Led the migration of critical financial applications, including core banking and payments, from on-premise to AWS, prioritizing disaster recovery, high availability, and regulatory compliance.
- Designed and managed business continuity and disaster recovery plans, automating administrative tasks using Shell and Python, and collaborated with global teams to integrate local and global systems.
- Directed the Oracle Data Appliance migration, optimizing database performance and integrating with global systems while ensuring compliance with GDPR, HIPAA, and other regulatory requirements.

- Spearheaded the Future Mode of Operation (FMO) project, led infrastructure tech refresh, and managed local IT governance, while optimizing operations with proactive monitoring using Nagios, Zabbix, and Grafana.

Tools: AWS, VMware, Ansible, Nagios, Zabbix, Grafana, Oracle, Terraform, Shell, Python, ServiceNow

*ORIZON, Health Tech, **Solutions Architect***

Mar 2015 - Nov 2016

- Led the design and implementation of microservices architectures, creating a high-performing API ecosystem that improved system performance by 50% and reduced incidents by 95%.
- Participated actively as an architect and infrastructure expert in developing the company's analytics ecosystem, leveraging Hadoop for scalability and performance. Contributed to strategic vendor partnerships and implemented BI and ETL tools such as MicroStrategy and Talend to enhance data processing capabilities.
- Coordinated redesigning monolithic web systems into microservices architecture, streamlining backend and frontend services with API management tools, Oracle Web Center Sites, and Single Sign-On using JWT.
- Spearheaded the migration from legacy systems to the HortonWorks Hadoop ecosystem, improving processing performance by 4x and reducing processing times for health insurance billing reconciliation.
- Implemented the company's first CI/CD pipeline using Jenkins, improving development workflows, and ensuring seamless integrations with other systems through DevOps practices.
- Applied TOGAF principles for enterprise architecture planning, ensuring strategic alignment with business goals. Utilized ArchiMate to model complex architectures, streamlining decision-making across IT and business units.

Tools: Hadoop, JBoss, Redhat, Jenkins, GitLab, ArchiMate, MicroStrategy, Oracle Portal, API Manager, Talend.

*NTUX, IT Consulting, **Senior Systems Engineer***

Jul 2014 - Mar 2015

- Managed and optimized Linux and VMware environments, implementing high-availability solutions (clustering, failover, load balancing) and disaster recovery plans to ensure system reliability and performance, achieving 99% uptime.
- Developed automation scripts using Shell and established proactive system monitoring with Nagios, streamlining operations and improving overall efficiency.
- Administered critical middleware environments (Apache, JBoss, Oracle RAC, Informix), performing setup, troubleshooting, and performance tuning to ensure optimal resource utilization and seamless application deployment.
- Led the migration of VMware virtual environments, optimizing resource usage and replication architecture, and coordinated the migration of key applications to Red Hat JBoss EAP for improved performance.
- Collaborated with cross-functional teams and vendors (including Red Hat), managing infrastructure improvements and ensuring compliance with security and performance standards.

Tools: Red Hat, CentOS, Ubuntu, VMware, Oracle, JBoss, Tomcat, WebSphere, Apache, Ansible, Puppet, Nagios, Zabbix, VMware ESXi.

*MAGNA SYSTEMS, IT Consulting, **Systems Engineer***

Nov 2012 - Mar 2014

- Managed client data centers, overseeing critical IT infrastructure, including servers, network equipment, and VMware, ensuring high availability and business continuity.
- Administered Linux and Windows servers (Active Directory, GPOs, IIS, JBoss, Apache, PHP, SQL Server, MySQL, Oracle), optimizing performance and security across platforms.
- Implemented and managed Nagios and Zabbix to proactively monitor infrastructure services, enhancing system reliability and reducing downtime.
- Led server virtualization and migration projects, optimizing resource utilization and improving operational capacity by revitalizing existing infrastructure and deploying Squid Proxy server to control internet access for over 2,000 users.
- Coordinated IT service administration, providing advanced Tier 3 support and managing backup systems, ensuring data integrity and streamlined service delivery across client environments.

Tools: Linux (Red Hat, CentOS, Ubuntu), VMware, Oracle, JBoss, Tomcat, Apache, MySQL, SQL Server, Nagios, Zabbix, SVN, Postfix, Symantec Endpoint.

*Hanzo, Digital Marketing, **IT Infrastructure Analyst** - 2014*

Qintess, IT Consulting, **IT Infrastructure Analyst** - 2012
FCamara, IT Consulting, **IT Systems Analyst** - 2011 - 2012
Messer Cutting Systems, Industry, **Field Services Engineer** - 2010 - 2011
Varzea Paulista City Hall, Government, **IT Support Engineer** 2007 – 2010

EDUCATION

MBA in **Devops, Automation & Cloud Strategy** • FIAP University, Brazil • Apr 2019 - Apr 2020
MBA in **IT Solutions Architecture** • FIAP University, Brazil • Apr 2015 - Apr 2016
Bachelor in **Computer Engineering** • Anhanguera University, Brazil • Jan 2009 - Dec 2013
Associate in **IT** • ETEC, Brazil • Jan 2003 - Dec 2004

LICENSES & CERTIFICATIONS

AWS: Cloud Practitioner, Solutions Architect Associate and AI Practitioner.
Google Cloud: GCP Digital Leader, Associate Cloud Engineer, Professional Cloud Architect, and Professional DevOps Engineer
AZURE: AZ-900
LINUX: LPI LPIC-1 (Linux Admin), LPIC-2 (Linux Engineer) and LPIC-3 (Linux Enterprise Security)
OCI: Cloud Infrastructure Foundations Associate, Certified Architect Associate, and Certified DevOps Professional
Axelos PeopleCert: ITIL 4
VMWare: VSphere V6 (VCP6-DCV)
ISC2: Certified in Cybersecurity (CC)
SCRUM: Professional Scrum Master (PSM) and Professional Scrum Product Owner (PSPO)

SKILLS

IT Infrastructure Management: Cloud & On-premises • **Cloud Platforms:** AWS, GCP, OCI, Azure • Linux and Windows Systems Administration • **Automation & Infrastructure as Code (IaC):** Terraform, Ansible, CloudFormation, Scripting (Shell, Python) • **DevOps Practices:** CI/CD Pipelines, Jenkins, GitLab CI/CD, GitHub Actions, Argo CD • **Virtualization & Containerization:** VMware, Hyper-V, Docker, Kubernetes (EKS) • **IT Architecture & Systems Design:** High-availability, Fault Tolerance, Scalability, Cloud Architecture, Microservices • Systems Integration & Performance • **Databases:** SQL, Oracle, MSSQL, Postgres, MySQL, RDS, DynamoDB, NoSQL • **Network & Security:** VPC, IAM, Security Groups, Load Balancers, VPNs, Firewalls • **Regulatory Compliance:** PCI, ISO, HIPAA, GDPR • **Business Continuity & Disaster Recovery** • **Project Leadership & Agile/Scrum Methodologies** • **Problem-Solving:** Troubleshooting, Technical Support (L2/L3), Incident Management • **Monitoring & Observability:** Nagios, Zabbix, Grafana, Prometheus, Splunk