Rodrigo Pimenta

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EXPERIENCE

Systems Engineer III
Nov 2021 – Present

Hughes Network Systems — *Germantown, MD*

- Developed a Ceph storage node self-healing and monitoring suite (Python/Fabric/API scraping to PostgreSQL) that stopped hours-long outages affecting 30K+ users per site, reducing support calls and churn; added Grafana dashboards, webhook alerts to SL1, and latency/memory remediation logic
- Built a zero-touch Python self-healing system for satellite ground infrastructure that detected RF gateway failovers across 20 RF gateway sites and automatically reset 12 modems in under 60 seconds, eliminating an average 1-hour outage per event and preventing hundreds of thousands in losses
- Built Grafana and Tableau dashboards correlating satellite performance data from PostgreSQL and BigQuery, enabling data-driven anomaly detection and QA benchmarking across 800K+ subscribers
- Conducted BigQuery-based root cause analysis for satellite OVT failures, correlating installer vs beam diagnostics to drive data-driven remediation and reduce forced sign-off incidents
- Drove operational excellence through data-driven QoS traffic policy design (Tableau/SQL analysis), reducing peak-time congestion by 18% and customer complaint calls by 24%
- Built CI/CD pipelines in Jenkins and authored operational runbooks for automation deployment, creating a reusable framework adopted by four other engineering teams
- Led Tier 3 troubleshooting and 24/7 on-call rotation for satellite ground system incidents, maintaining 99.9% availability SLA across residential and enterprise customers
- Built Brazil SHU (Super Heavy User) automation tool (Python, pandas, uv) from scratch; later refactored from monolith to modular pipeline with config-driven thresholds and pytest coverage

Mass Communication Specialist, E-3
Jan 2020 – Jan 2021

United States Navy — *Great Lakes, IL / Fort Meade, MD*

- Completed basic training and the Defense Information School (DINFOS) at Fort Meade, MD; honorably discharged

Technology Analyst
Jun 2018 – Dec 2019

Bank of America — *Charlotte, NC*

- Developed PowerShell and Python scripts to automate software validation and hardware testing across 20+ ATM models in the enterprise lab environment
- Built a reusable CI/CD deployment framework that standardized release processes across the team, reducing environment setup time by 15%

Software Engineering Intern
Jan 2018 – Feb 2018

Pismo (acquired by Visa Inc., $1B) — *São Paulo, Brazil*

- Contributed to development of a canary deployment feature for a cloud-native credit card processing platform at a fintech startup later acquired by Visa Inc. for $1 billion

Software Development Intern (Part-Time)
2016 – Jun 2018

Paradyme Management — *Bethesda, MD*

- Developed internal tools including a CRM system and resume parsing application using Python, contributing 20 hrs/week while completing B.S. in Computer Engineering at UMD

EDUCATION

University of Maryland, A. James Clark School of Engineering
College Park, MD

Bachelor of Science in Computer Engineering | College Park Scholars — *Aug 2014 – Dec 2018*

TECHNICAL SKILLS

Programming: Python, Bash, PowerShell, SQL, Java, C
Automation & CI/CD: Jenkins, Git, CI/CD Pipelines, Automated Runbooks, uv, pytest
Monitoring & Data: Grafana, Tableau, PostgreSQL, BigQuery, Pandas, Jupyter, SL1/ScienceLogic
Infrastructure & Ops: Linux/RHEL, VMware, Docker, Satellite Ground Systems, On-Call Incident Response
Languages: English (Fluent), Portuguese (Fluent), Spanish (Proficient)