



Tiago Almeida

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WORK EXPERIENCE

Site Reliability Engineer

Vestas [08/2022 – Current]

City: Maia, Porto | **Country:** Portugal

As a tools engineer and member of the release management team, I maintain and support all tools involved in turbine software release management. Responsibilities include managing Jenkins, Jira, and provisioning infrastructure as code, as well as creating custom dashboards and scrapers using Prometheus and Grafana.

Responsibilities:

- Maintain and support tools for turbine software release management, including Jenkins, Jira, and provisioning infrastructure as code.
- Develop and maintain custom dashboards and scrapers using Prometheus and Grafana for enhanced monitoring and visualization.
- Utilize Shell Scripting, Docker, Git, and Bitbucket for automation and version control of software releases.
- Implement Ansible for configuration management and automation of infrastructure tasks.
- Develop automation scripts using Python to streamline release management processes.
- Utilize Jira and Confluence for project management and collaboration within the release management team.
- Provision infrastructure using Terraform and manage Kubernetes clusters for deployment and scalability.
- Implement Prometheus.io for monitoring and alerting on system health and performance.
- Configure and manage Jenkins pipelines for continuous integration and delivery (CI/CD) of software releases.
- Manage VMware vSphere and Linux-based environments to support turbine software release processes.

Skills: Shell Scripting · Docker · Git · Bitbucket · Grafana · Ansible · Python (Programming Language) · Jira · Terraform · Prometheus.io · Jenkins · Confluence · Kubernetes · VMware vSphere · Linux · Microsoft Azure

DevOps Engineer

iFood [02/2022 – 08/2022]

City: São Paulo, São Paulo | **Country:** Brazil

As a member of the financial department's DevOps team, I supported and maintained SAP systems and surrounding applications on the cloud, emphasizing agility, resilience, and observability.

Responsibilities:

- Provide support and maintenance for SAP systems and surrounding applications on cloud infrastructure.
- Implement DevOps practices to enhance agility, resilience, and observability of systems.
- Utilize Grafana for monitoring and visualization of system metrics and performance.
- Automate infrastructure provisioning and configuration management using Ansible and Terraform.
- Implement Prometheus.io for monitoring and alerting on system health and performance.
- Manage containerized applications on Kubernetes clusters for scalability and reliability.
- Utilize Amazon Web Services (AWS) for cloud infrastructure provisioning and management.
- Maintain SUSE Linux Enterprise Server (SLES) and Linux-based environments for SAP systems.

Skills: DevOps · SAP Products · Grafana · Ansible · Terraform · Prometheus.io · Kubernetes · Amazon Web Services (AWS) · SUSE Linux Enterprise Server (SLES) · Linux · Google Cloud Platform (GCP)

Site Reliability Engineer

Itaú Unibanco [07/2021 – 08/2022]

City: São Paulo, São Paulo | **Country:** Brazil

As a member of ICaaS's foundation squad, I acted as a hybrid SRE and DevOps engineer. I aided 20+ squads in deploying new code using CI/CD methods while enhancing platform security, resilience, observability, and efficiency.

Responsibilities:

- Collaborated to implement CI/CD pipelines for automated testing, building, and deploying applications.
 - Utilized ArgoCD for GitOps-style continuous deployment to Kubernetes clusters.
 - Implemented KEDA for auto-scaling applications, enhancing resource utilization.
 - Enhanced security measures and ensured compliance with regulatory requirements.
 - Improved resilience by implementing redundancy and failover mechanisms.
 - Enhanced observability with logging, monitoring, and tracing solutions.
 - Optimized platform efficiency through infrastructure optimization.
 - Provided technical guidance and support on DevOps practices and tools.
- **Skills:** Amazon Web Services (AWS) · Terraform · Ansible · Docker · Kubernetes · ArgoCD · Splunk · Datadog · Elastic Stack (ELK) · Python (Programming Language) · Prometheus · Grafana

Site Reliability Engineer

Quod [08/2020 – 06/2021]

City: Barueri, São Paulo | **Country:** Brazil

SRE - Mixed Environments & Cloud-Native Apps

Responsibilities:

- Manage 2000 servers, bare metal & virtual, ensuring high availability & scalability.
- Use IaC & CaC with Terraform & Ansible for automation, integrating HPCC systems.
- Deploy & manage cloud-native apps on Kubernetes, utilizing Docker for efficiency.
- Implement monitoring for real-time visibility across hybrid environments.
- Collaborate on CI/CD pipelines for automated testing & deployment.
- Optimize resource allocation through capacity planning & scaling strategies.
- Enforce security best practices to protect against cyber threats.
- Stay updated on emerging technologies to drive innovation.
- Provide technical guidance & mentorship to foster collaboration & learning.

Skills: HPCC · Ansible · Terraform · Docker · Kubernetes · Linux · Bash

Site Reliability Engineer

Hyundai AutoEver Brasil [03/2019 – 08/2020]

City: Piracicaba, São Paulo | **Country:** Brazil

SRE / DevOps Engineer

Responsibilities:

- Design, build, and maintain resilient infrastructure using Docker, Kubernetes, and Linux.

- Implement CI/CD pipelines with Jenkins, GitHub, or GitLab for automated deployment.
- Use Ansible and Terraform for infrastructure automation and management.
- Set up monitoring with Prometheus, Grafana, ELK stack, or Datadog for real-time visibility.
- Perform incident response and troubleshooting for production issues.
- Collaborate with development teams to integrate infrastructure improvements into SDLC.
- Ensure security and compliance in infrastructure design and configuration.
- Participate in capacity planning and disaster recovery planning.
- Stay updated on emerging technologies and industry trends.
- Provide technical guidance and mentorship to team members..

Skills: Docker · Kubernetes · Linux · Oracle Database · SAP Products · VMware vSphere · Terraform · Ansible

Site Reliability Engineer

T-Systems Brasil [08/2018 – 03/2019]

City: São Paulo, São Paulo | **Country:** Brazil

SRE / DevOps Engineer

Responsibilities:

- Design, build, and maintain resilient infrastructure using Docker, Kubernetes, and Linux.
- Implement CI/CD pipelines with Jenkins, GitHub, or GitLab for automated deployment.
- Use Ansible and Terraform for infrastructure automation and management.
- Set up monitoring with Prometheus, Grafana, ELK stack for real-time visibility.
- Perform incident response and troubleshooting for production issues.
- Collaborate with development teams to integrate infrastructure improvements into SDLC.
- Ensure security and compliance in infrastructure design and configuration.
- Participate in capacity planning and disaster recovery planning.
- Stay updated on emerging technologies and industry trends.
- Provide technical guidance and mentorship to team members.

Skills: Docker · Kubernetes · Amazon Web Services (AWS) · Terraform · Prometheus · Grafana · Ansible · Python (Programming Language)

Site Reliability Engineer

Huawei Technologies [10/2017 – 02/2019]

City: São Paulo, São Paulo | **Country:** Brazil

SRE / DevOps Engineer

Responsibilities:

- Design, build, and maintain resilient infrastructure using Docker, Kubernetes, and Linux.
- Implement CI/CD pipelines with Jenkins, GitHub, or GitLab for automated deployment.
- Use Ansible and Terraform for infrastructure automation and management.
- Set up monitoring with Prometheus, Grafana, ELK stack, or Datadog for real-time visibility.
- Perform incident response and troubleshooting for production issues.
- Collaborate with development teams to integrate infrastructure improvements into SDLC.
- Ensure security and compliance in infrastructure design and configuration.
- Participate in capacity planning and disaster recovery planning.
- Stay updated on emerging technologies and industry trends.
- Provide technical guidance and mentorship to team members.

Skills: Docker · Kubernetes · Prometheus · Grafana · Elastic Stack (ELK) · Red Hat Enterprise Linux (RHEL) · Python (Programming Language) · DevOps

Unix System Administrator

Proteus | SEK [06/2015 – 10/2017]

City: Barueri, São Paulo | **Country:** Brazil

Unix System Administrator - Security Focus

Responsibilities:

- Perform regular vulnerability assessments and scans on Unix-based systems to identify security weaknesses and potential threats.
- Utilize tools such as Nessus, OpenVAS, or Qualys to conduct comprehensive vulnerability scans and assessments.
- Analyze scan results and prioritize security vulnerabilities based on severity and potential impact on the organization.
- Develop and implement security policies, procedures, and best practices to mitigate identified vulnerabilities and enhance overall system security.
- Configure and manage security-related services such as firewalls, intrusion detection systems (IDS), and antivirus software to safeguard Unix servers from unauthorized access and malicious activities.
- Utilize Ansible for automation of security-related tasks, including patch management, configuration hardening, and compliance enforcement across Linux servers.
- Collaborate with cross-functional teams to remediate security vulnerabilities and implement necessary fixes in a timely manner.
- Monitor security logs and alerts for suspicious activities or potential security incidents, and take appropriate action to investigate and respond to security threats.
- Stay up-to-date with the latest security trends, vulnerabilities, and best practices to ensure continuous improvement of security posture and resilience against cyber threats.
- Provide guidance and training to other team members on security best practices, tools, and techniques to foster a culture of security awareness and proactive risk management.

Skills: Systems Management · Unix Security · Nessus · Network Security · Red Hat Enterprise Linux (RHEL) · Linux Security

Unix System Administrator

Porto Seguro Insurance [05/2014 – 03/2015]

City: São Paulo, São Paulo | **Country:** Brazil

System Administrator at Porto Seguro.

Responsibilities:

- Administer Unix-based systems, including patch management, security management, and user administration, ensuring stability, security, and reliability of the infrastructure.
- Manage billing systems for TIM, overseeing data transformation, extraction, and processing to ensure accurate billing and revenue management.
- Develop and maintain scripts for automation of tasks related to billing systems, improving efficiency, and reducing manual effort.
- Enhance logging mechanisms to capture relevant data and effectively troubleshoot issues, ensuring the integrity of billing processes.
- Collaborate with multidisciplinary teams to analyze and resolve complex problems related to billing systems, ensuring continuous service delivery.
- Implement and maintain security measures to protect sensitive billing data and comply with regulatory requirements.
- Monitor system performance and resource utilization, identifying optimization opportunities and capacity planning.
- Continuously evaluate and implement best practices and technologies to enhance the efficiency and effectiveness of billing systems.

- Provide technical support and guidance to internal stakeholders, ensuring their needs are met, and issues are promptly resolved.
- Document processes, procedures, and configurations to maintain a comprehensive knowledge base and facilitate knowledge sharing.
- Scripting (Shell script, AWK)

Skills: Red Hat Enterprise Linux (RHEL) · VMware vSphere · Veritas Volume Manager · Veritas Cluster Server · Ansible · Tomcat · WebSphere Application Server

Unix System Administrator

Scania Latin America [06/2013 – 04/2014]

City: São Bernardo do Campo, São Paulo | **Country:** Brazil

System Administrator at Scania Brazil

Responsibilities:

- Administer Unix-based systems, including patch management, security management, and user administration, ensuring stability, security, and reliability of the infrastructure.
- Manage billing systems for TIM, overseeing data transformation, extraction, and processing to ensure accurate billing and revenue management.
- Develop and maintain scripts for automation of tasks related to billing systems, improving efficiency, and reducing manual effort.
- Enhance logging mechanisms to capture relevant data and effectively troubleshoot issues, ensuring the integrity of billing processes.
- Collaborate with multidisciplinary teams to analyze and resolve complex problems related to billing systems, ensuring continuous service delivery.
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- Provide technical support and guidance to internal stakeholders, ensuring their needs are met, and issues are promptly resolved.
- Document processes, procedures, and configurations to maintain a comprehensive knowledge base and facilitate knowledge sharing.
- Scripting (Shell script, AWK)

Skills: AIX Administration · Red Hat Enterprise Linux (RHEL) · Linux KVM · Ansible · Tomcat · JBoss Application Server · Oracle Database · MySQL · VMware vSphere

Unix System Administrator

TIM Brasil [10/2011 – 05/2013]

City: Santo André, São Paulo | **Country:** Brazil

UNIX Systems Administrator with experience in Unix administration and billing systems management for a telecommunications company (TIM).

Responsibilities:

- Administer Unix-based systems, including patch management, security management, and user administration, ensuring stability, security, and reliability of the infrastructure.
- Manage billing systems for TIM, overseeing data transformation, extraction, and processing to ensure accurate billing and revenue management.

- Develop and maintain scripts for automation of tasks related to billing systems, improving efficiency, and reducing manual effort.
- Enhance logging mechanisms to capture relevant data and effectively troubleshoot issues, ensuring the integrity of billing processes.
- Collaborate with multidisciplinary teams to analyze and resolve complex problems related to billing systems, ensuring continuous service delivery.
- Implement and maintain security measures to protect sensitive billing data and comply with regulatory requirements.
- Monitor system performance and resource utilization, identifying optimization opportunities and capacity planning.
- Continuously evaluate and implement best practices and technologies to enhance the efficiency and effectiveness of billing systems.
- Provide technical support and guidance to internal stakeholders, ensuring their needs are met, and issues are promptly resolved.
- Document processes, procedures, and configurations to maintain a comprehensive knowledge base and facilitate knowledge sharing.
- Scripting (Shell script, AWK, and Perl) and scheduling (Control-M) - Automation of processes, jobs, addressing specific demands.

Skills: Server Architecture · Linux System Administration · Red Hat Enterprise Linux (RHEL) · HP UX · Bash

Unix System Administrator

Capgemini [01/2010 – 11/2011]

City: Barueri, São Paulo | **Country:** Brazil

UNIX System Administrator with expertise in Solaris and Zones, Java Applications, WebLogic, Tomcat, JBoss, Linux, and more.

Responsibilities:

- Installation, configuration, and maintenance of Solaris operating systems, including management of Solaris Zones for efficient resource utilization and isolation of applications.
- Deployment, monitoring, and troubleshooting of Java applications running on various application servers such as WebLogic, Tomcat, and JBoss.
- Management of WebLogic Application Server environments, including configuration, performance tuning, and troubleshooting of application deployment issues.
- Administration of Tomcat and JBoss application servers, ensuring optimal performance, availability, and security of web applications.
- Expertise in Linux server administration, including installation, configuration, and maintenance of Linux-based systems.
- Implementation and management of virtualization technologies such as VMware or VirtualBox for efficient resource utilization and scalability.
- Automation of administrative tasks using shell scripts, Python, or other scripting languages to streamline processes and enhance productivity.
- Configuration and management of network services, including DNS, DHCP, NFS, and LDAP, to ensure seamless communication and integration across systems.
- Implementation of security policies and best practices to safeguard systems and data against unauthorized access and cyber threats.
- Collaboration with development teams to provide infrastructure support for development, testing, and deployment of applications.
- Continuous evaluation and adoption of new technologies and methodologies to improve system performance, reliability, and scalability.
- Proactive monitoring of system health and performance metrics to identify and address potential issues before they impact production environments.

Skills: Server Architecture · Systems Management · Solaris Zones · Solaris · Linux System Administration · Shell Scripting · JBoss Application Server · Tomcat · BMC Control-M · WebSphere Application Server · WebLogic

Unix System Administrator

Wittel Communications [11/2007 – 07/2009]

City: São Paulo, São Paulo | **Country:** Brazil

Linux Systems Administrator. Responsibilities:

- Installation, configuration, and maintenance of Linux operating systems on servers.
- User and group administration, managing access permissions and privileges on servers.
- Monitoring system performance, identifying and resolving issues related to resources such as CPU, memory, and disk on servers.
- Implementation of security policies on servers, including firewall configuration, access controls, and security audits.
- Configuration and management of network services on servers, such as DNS (Domain Name System), DHCP (Dynamic Host Configuration Protocol), FTP (File Transfer Protocol), SSH (Secure Shell), and others.
- Administration of file systems on servers, including creation, mounting, formatting, and maintenance of ext2/3/4, XFS, etc.
- Implementation of backups and disaster recovery strategies to ensure data integrity and availability on servers.
- Automation of administrative tasks on servers using shell scripts, configuration management tools such as Ansible, Puppet, or Chef, and other technologies.
- Resolution of hardware and software issues on servers, working closely with technical support teams and vendors.
- Planning and implementation of software updates, security patches, and new versions of Linux distributions on servers.

Skills: Bash · Linux System Administration · AIX Administration · HP-UX · Red Hat Linux · Server Architecture · IBM AIX · Red Hat Enterprise Linux (RHEL) · Solaris · JBoss Application Server · Tomcat · WebLogic · WebSphere Application Server · HP UX · Systems Management

Linux System Administrator

Okto [09/2006 – 09/2007]

City: São Paulo, São Paulo | **Country:** Brazil

Linux Systems Administrator.

Responsibilities:

- Installation, configuration, and maintenance of Linux operating systems on servers.
- User and group administration, managing access permissions and privileges on servers.
- Monitoring system performance, identifying and resolving issues related to resources such as CPU, memory, and disk on servers.
- Implementation of security policies on servers, including firewall configuration, access controls, and security audits.
- Configuration and management of network services on servers, such as DNS (Domain Name System), DHCP (Dynamic Host Configuration Protocol), FTP (File Transfer Protocol), SSH (Secure Shell), and others.
- Administration of file systems on servers, including creation, mounting, formatting, and maintenance of ext2/3/4, XFS, etc.
- Implementation of backups and disaster recovery strategies to ensure data integrity and availability on servers.
- Automation of administrative tasks on servers using shell scripts, configuration management tools such as Ansible, Puppet, or Chef, and other technologies.
- Resolution of hardware and software issues on servers, working closely with technical support teams and vendors.
- Planning and implementation of software updates, security patches, and new versions of Linux distributions on servers.

Skills: SUSE Linux Enterprise Server (SLES) · Red Hat Linux · Shell Scripting · Linux System Administration · Server Architecture · Tomcat · JBoss Application Server

System Administrator

Solin Soluções Inovadoras [01/2005 – 09/2006]

City: Belo Horizonte, Minas Gerais | **Country:** Brazil

Administrador de Sistemas da Instituição.

Responsabilidades:

- Instalação, configuração e manutenção de sistemas Unix/Linux.
- Administração de usuários e grupos, gerenciando permissões de acesso e privilégios.
- Monitoramento do desempenho do sistema, identificando e resolvendo gargalos de recursos, como CPU, memória e disco.
- Implementação de políticas de segurança, incluindo configuração de firewalls, controles de acesso e auditorias de segurança.
- Configuração e gerenciamento de serviços de rede, como DNS, DHCP, SSH, FTP, e-mail, entre outros.
- Administração de sistemas de arquivos, incluindo criação, montagem, formatação e manutenção de sistemas de arquivos.
- Backup e recuperação de dados, garantindo a integridade e disponibilidade das informações críticas da empresa.
- Automação de tarefas administrativas usando scripts shell, ferramentas de gerenciamento de configuração ou outras tecnologias.
- Resolução de problemas de hardware e software, trabalhando em estreita colaboração com equipes de suporte técnico e fornecedores.

Skills: Red Hat Linux · Windows Server · Bind · Tomcat · Network Administration · Linux System Administration · Shell Scripting

Unix System Administrator

Newcom Negócios e Soluções de TI LTDA [02/2004 – 12/2004]

City: Belo Horizonte, Minas Gerais | **Country:** Brazil

Systems Administrator, main responsibilities:

- Installation, configuration, and maintenance of Unix/Linux systems, including servers and workstations.
- User and group administration, managing access permissions and privileges.
- Monitoring system performance, identifying and resolving resource bottlenecks such as CPU, memory, and disk.
- Implementation of security policies, including firewall configuration, access controls, and security audits.
- Configuration and management of network services such as DNS, DHCP, SSH, FTP, email, among others.
- Administration of file systems, including creation, mounting, formatting, and maintenance of file systems.
- Backup and data recovery, ensuring integrity and availability of critical company information.
- Automation of administrative tasks using shell scripts, configuration management tools, or other technologies.
- Resolution of hardware and software issues, working closely with technical support teams and vendors.

Skills: Red Hat Linux · FreeBSD · Solaris · HP-UX · IBM AIX · Server Architecture · Linux System Administration

System Administrator

Igreja Batista da Lagoinha - IBL [01/2001 – 01/2004]

City: Belo Horizonte, Minas Gerais | **Country:** Brazil

Systems Administrator for the Institution and group companies.

- Installation, configuration, and maintenance of Unix/Linux systems, including servers and workstations.

- User and group administration, managing access permissions and privileges.
- Monitoring system performance, identifying and resolving resource bottlenecks such as CPU, memory, and disk.
- Implementation of security policies, including firewall configuration, access controls, and security audits.
- Configuration and management of network services such as DNS, DHCP, SSH, FTP, email, among others.
- Administration of file systems, including creation, mounting, formatting, and maintenance of file systems.
- Backup and data recovery, ensuring integrity and availability of critical company information.
- Automation of administrative tasks using shell scripts, configuration management tools, or other technologies.
- Resolution of hardware and software issues, working closely with technical support teams and vendors.

Skills: Unix Administration · Network Administration · Unix Shell Scripting · Server Architecture · Structured Cabling · Red Hat Linux · Windows 2000 · Windows XP

IT Technician

Andrade Silva Advogados [11/1999 – 11/2000]

City: Belo Horizonte, Minas Gerais | **Country:** Brazil

Computer Technician at the law office.

Main responsibilities:

- Provide first-line technical support to users, addressing questions and resolving issues related to hardware, software, and networks.
- Record and document all support requests, ensuring a complete and effective audit trail.
- Diagnosis and resolution of issues related to the Office suite (Word, Excel, PowerPoint, Outlook), including installation, configuration, and troubleshooting functionality issues.
- Configuration and administration of network services, such as DNS (Domain Name System) and DHCP (Dynamic Host Configuration Protocol), ensuring connectivity and network access.
- Support for Windows NT and Linux operating systems, including installation, configuration, and system troubleshooting.
- Management of user accounts and access permissions on Windows and Linux operating systems.
- Basic maintenance of a website using HTML, CSS, and JavaScript, including content updates, display issue troubleshooting, and ensuring proper functionality.
- Collaboration with web development teams to implement updates and improvements to the institutional website.
- Training and guidance for users on the effective use of technology and applications, promoting productivity and efficiency in the workplace.

Skills: Windows NT · Linux System Administration · Network Administration · HTML · Cascading Style Sheets (CSS) · Help Desk Support · Red Hat Linux

EDUCATION AND TRAINING

Computer Science Bachelor

UniBTA [02/2007 – 12/2011]

City: São Paulo, São Paulo | **Country:** Brazil

LANGUAGE SKILLS

Mother tongue(s): Portuguese

Other language(s):

English

LISTENING C2 READING C2 WRITING C2

SPOKEN PRODUCTION C1 SPOKEN INTERACTION C1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

DIGITAL SKILLS

Kubernetes / Docker / Terraform / Ansible / Linux / Git / Jenkins / AWS / GCP - Google Cloud Platform / Azure / MySQL / AIX / Grafana / Prometheus / HP-UX / Solaris / Shell Script / Python / MongoDB