



# Tomás Pinho

## *Curriculum Vitae*

### Experience

- Jan 2025 - → **Director of Platform & Infrastructure, Remote, Lisbon**  
Now leading multiple teams and respective team leaders, including SRE, Developer Experience and Identity and Access Management, the latter two being Product Teams. Leading 3 Staff Engineers directly, driving cross-org projects and change.
- Dec 2022 - **Director of Site Reliability Engineering, Remote, Lisbon**
- Dec 2024 Managed and hired for the SRE team and participated in many cross-organizational projects which touched many topics such as software architecture, Security, automation of business processes, IT architecture, etc. Under my leadership, the SRE team successfully delivered many complex projects, the bigger of which was a complete migration of Remote's production infrastructure to a different AWS region with minimal downtime. Managed the Security Team on an interim basis for 1 year between April 2023 and March 2024. Hired 2 new individual contributors, transferred an internal hire and hired the next Director of Security. Under my leadership, the team implemented a completely new company-wide Security Awareness Training program, achieved re-certification in SOC 2 Type II, maintained ISO 27001 compliance and automated compliance processes. Particularly proud of having personally rolled out an access gate system, which prevents access to sensitive applications by employees who have not or have lapsed their security training and policy readings.
- Dec 2021 - **SRE Manager, Remote, Lisbon**
- Nov 2022 Managed the SRE team at Remote. Was responsible for compliance, developer productivity, infrastructure, scalability and security. Hired and managed 4 SREs of different role levels.
- Jul 2021 - **SRE Team Leader, Remote, Lisbon**
- Dec 2021 Hired the second SRE at Remote, established team processes including task tracking and support ticketing, which set the team up for success.
- Mar 2020 - **Senior Site Reliability Engineer, Remote, Lisbon**
- Jul 2021 One-man team to re-architecture Remote in terms of compliance, developer productivity, infrastructure, monitoring, scalability and security. Moved Remote to Kubernetes on AWS EKS.
- Mar 2019 – **DevOps Engineer, Onfido, Lisbon**
- Mar 2020 Worked in a medium-sized DevOps team in several projects using technologies like: AWS (EC2/EKS/Lambda/S3/VPC), Datadog, GitLab CI, Kubernetes, Splunk, Terraform, Vault. Key Learnings include advanced AWS networking and large-scale Terraform architecture and codebases.
- Mar 2017 – **DevOps Engineer / Team Lead, Unbabel, Lisbon**
- Mar 2019 Deployments firstly on AWS EC2 using Ansible and Docker, then on Kubernetes; AWS S3/Route 53/RDS/ELB; Google Compute Engine/Networking; DigitalOcean; LogDNA; Prometheus; Security; Cost optimization. Management of team composed by 2 DevOps Engineers + 1 IT Support
- Aug 2016 – **Systems Administrator and DevOps, Optylon, Lisbon**
- Mar 2017 Deployments on AWS EC2 using Ansible; Logging with ELK; Node.js backend security development
- Nov 2013 – **Systems Administrator, RNL, Instituto Superior Técnico, Lisbon**
- Jul 2016 Maintenance of 90+ workstations/servers (hardware/software). Packaging for Debian/OpenSUSE, deployments (Ansible) and development of internal tools.

## Education

2011–2016 **Master Degree in Information Systems and Computer Engineering, Instituto Superior Técnico, Lisboa, Average of 16.5/20**  
Specialization in Distributed Systems. Thesis: *UpdaThing - A secure and open firmware update system for Internet of Things devices*

## Languages

Portuguese Native English Fluent (C2)

## Skills

Languages	Bash, Clojure, Elixir, Go, Java, JavaScript (Node.js), Lisp, PHP, Python	Misc	HTTP APIs, Reverse-engineering, Pentesting, HTML5, CSS3
CI/CD	Ansible, ArgoCD, Docker, GitLab, Helm, Jenkins, Kubernetes, Puppet	OSs	ArchLinux, Debian, Fedora, RedHat, Ubuntu, SUSE
Services	Apache, HAProxy, MySQL, MongoDB, NGINX, Postfix/Dovecot, PostgreSQL, RabbitMQ, Redis	Cloud/Virt	AWS EC2/S3/Route 53/RDS, DigitalOcean, Google Cloud, KVM/libvirtd

## Interests

Academical Scalable Distributed Systems, Information Security  
Hobbies Electric/Acoustic Guitar, Hydroponics, 3d Printing and CAD