

## Contact

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(LinkedIn)

## Top Skills

GitOps

Continuous Integration and  
Continuous Delivery (CI/CD)

Amazon Web Services (AWS)

## Languages

English (Full Professional)

Português (Native or Bilingual)

## Certifications

Aviatrix Certified Multicloud Network  
Associate

API Security Fundamentals

ArgoCD Certified GitOps at Scale

OWASP API Security Top 10

Cybersecurity Fundamentals

# Rafael Onetta Araújo

Sr. Site Reliability Engineer @ Pismo & Visa  
São José dos Pinhais, Paraná, Brazil

## Summary

Hello, welcome to my profile!

My name is Rafael, I'm 31 years old and I live in the city of São José dos Pinhais, in the state of Paraná. I have been working in the area of Information Technology since I was 16 years old, accounting for 15 years of experience in the area so far. Currently, I work as a Sr. Site Reliability Engineer at Pismo.

Graduated in the Bachelor's Degree in Information Systems from the Faculty of Industry of São José dos Pinhais, post-graduated in Architecture and Management of IT Infrastructures from UTFPR - Federal Technological University of Paraná. Recently, I finished a MBA in Cloud Engineering & Architecture in FIAP.

Keywords: Problem Troubleshooting, DevOps, AWS, Azure, vmWARE, Cloud Computing, Virtualization, Kubernetes, K8s, Docker, Containers, Pipelines, Terraform, Linux, CentOS, Unix, Networking, Firewalls, Jenkins, CI/CD, GitLab, Github, Azure DevOps, Bitbucket, GitOps, ArgoCD, Shell Script, Python, YAML, SQL, MariaDB, MySQL, Log Management, Data Transformation, Observability, Datadog, Application Monitoring, Elastic Stack, Cloud Architecture, Cloud Costs Optimization, Cache Stack, Data Platform, Datalakes and Data Warehouses, Web Servers, Email Servers, Agile, Scrum, Kanban, Jira, Asana.

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## Experience

Pismo

Sr. Site Reliability Engineer

April 2024 - Present (1 year 5 months)

São Paulo, Brazil

CI&T

2 years 2 months

Sr. DevOps Engineer

December 2023 - April 2024 (5 months)

Campinas, São Paulo

Project: Sonos.

Team: CareDev.

Client location: Santa Barbara, CA.

Allocated to the project of a new product at Sonos, being responsible for architecting the structure, containerization and CI/CD strategy to deploy the new product application in different environments in the AWS cloud, and also, responsible for design the components, scalate strategy and the deployment of the structure for the application.

Sr. DevOps Enginner

June 2023 - November 2023 (6 months)

Campinas, São Paulo

Project: i3 Verticals.

Team: Cloud Engineering (AWS).

Client location: Tennessee, USA.

Administration of several accounts and environments in AWS Cloud.

Maintaining and creating resources in AWS infrastructure using Terraform.

Sr. DevOps Engineer

March 2022 - June 2023 (1 year 4 months)

Campinas, São Paulo

Project: Anheuser-Busch InBev.

Team: BEES Data.

Client location: Leuven, Belgium.

Administration and maintenance of data platform infrastructure in the Azure cloud (Resource Groups, Datalakes, Blobs, Storage Accounts, Data Containers, Azure Databricks, Data Clusters, Key-vaults, Secrets Management, Azure Datafactory, Azure SPNs, RBAC and Role Assignments).

Structuring CI/CD pipelines and administering Git repositories in Azure DevOps. Creation and development of pipelines to deploy and update data platform resources in various environments in the Azure cloud using Terraform, Terragrunt, Shell Script and YAML. Tracking pull requests and performing code revisions to ensure code integrity.

Development of documentation relevant to the features of the Azure data platform using Atlassian Confluence. Organization of tasks performed and managed in Atlassian Jira. Lifting technical debts to ensure continuous improvement of data platform environments and their resources.

## James Delivery

### DevOps Engineer

August 2021 - January 2022 (6 months)

Curitiba, Paraná

Administration, monitoring and infrastructure maintenance of James' applications and systems on the AWS cloud, using the tools: EC2, IAM, Kubernetes (EKS), ECS Clusters (Docker), ECR, S3, RDS, CloudFront, ACM, Route53, LoadBalancers (ALB and NLB), AutoScaling, KMS, AWS Marketplace, API Gateway, IAM Policies and Roles, Security Hub, Elasticache, Redis and Lambda.

Solid knowledge of network infrastructure management on AWS, regarding security groups, block and release ACLs, Firewall, WAF, VPCs, Private and Public Subnets, Site-to-Site VPN tunnels, VPC Peering, NAT Gateways , Internet Gateways, Virtual Private Gateways, NAT Instances, Bastion Hosts and Route Tables. Administration and maintenance of a VPN concentrator based on pfSense, creation of routing rules, traffic permissions and blocks, VPN server management (OpenVPN) that connects directly to James' private systems allocated in AWS.

Structuring CI/CD pipelines for code deployment for different environments and programming languages using Jenkins and CodePipeline tools. Administration of branches, milestones, repositories, webhooks, repository rules, teams and users using Github. Automation of tasks and infrastructure through Python, Shell Script and Terraform. Providing assistance and support to developers.

Resource tagging architecture and management, as well as development of strategies to scale the use of AWS resources, aiming at reducing costs and improving performance/reducing architectural complexity.

Other tools used: Jira (call handling), Azion (CDN), Coralogix and Newrelic (Monitoring) and Slack (integrations).

Rentcars.com

## DevOps Engineer

December 2020 - August 2021 (9 months)

Curitiba, Paraná

Administration, monitoring and infrastructure maintenance of Rentcars systems on the AWS cloud, using the tools: EC2, IAM, Kubernetes (EKS), ECS Clusters (Docker), ECR, CloudWatch, S3, RDS, CloudFront, ACM, Route53, LoadBalancers (ALB and NLB), AutoScaling, KMS, AWS Marketplace and API Gateway.

Solid knowledge of network infrastructure management on AWS, regarding security groups, block and release ACLs, Firewall, WAF, VPCs, Private and Public Subnets, Site-to-Site VPN tunnels, VPC Peering, NAT Gateways, Internet Gateways, Virtual Private Gateways, NAT Instances, Bastion Hosts and Route Tables. Border firewall administration based on pfSense, creation of routing rules, traffic permissions and blocks, VPN server management (OpenVPN) that connects directly to private Rentcars systems allocated on AWS.

Structuring CI/CD pipelines for code deployment for different environments and programming languages using Jenkins and AWS CodePipeline tools (CodeDeploy, CodeBuild). Administration of branches, milestones, pull requests, merges and deploys in code repositories using Github and GitLab. Task automation through Python and Shell Script.

Resource tagging architecture and management, as well as development of strategies to scale the use of AWS resources, aiming at reducing costs and improving performance/reducing architectural complexity.

Other tools used: Asana (creation and monitoring of DevOps team tasks with agile methodologies), Sonarqube (code quality), Foreman (Puppet-based deployment recipes), Rundeck and DeadMan's Snitch (execution and monitoring of scheduled tasks), Graylog (centralized monitoring of logs coming from AWS), Monyog (real-time database monitoring), Zabbix, Prometheus NewRelic, Confluence and GLPI.

## CentralServer - Computação em Nuvem

System Administrator

July 2018 - December 2020 (2 years 6 months)

Curitiba, Paraná

Administration and management of environments based on OSs Windows Server 2012-2019, CentOS 6-8, Debian, Ubuntu and CloudLinux over VMWare vSphere virtualization layer. Administration of email servers (qmail and dovecot SMTP/POP3/IMAP, SpamAssassin, SPFBL, clamav), web servers (Apache, Nginx, Plesk, IIS), databases (MySQL, MariaDB, Microsoft SQL Server and PostgreSQL) and DNS services (Bind). Domain maintenance, log analysis and environment variables. Provisioning backups, adjusting server resources and scaling applications. Generation, handling and installation of digital security certificates issued by RapidSSL, Tucows and Thawte through OpenSSL.

Using the vSphere console (VMware) to monitor and manage hosts, clusters, and VMs. Management and understanding of vLANs (CIDRs, netmasks, gateways, broadcast and multicast), release of IPs (SpoofGuard) Storages, Snapshots, Backups (Veeam), Templates, analysis of events and logs, configuration of VMs within the VMWare environment. Experience with managing public cloud environments (AWS), focused on virtualization, high availability (load balancing, failover architectures), good security practices (access rules, policies, security groups, access levels, ACLs, Firewalls), Object-Level Storage management.

Experience with security elements like Iptables, pfSense, Fail2Ban and NSX. Monitoring of sensors in environments using PRTG and Site24x7. Elaboration of environment manifests and documentation of server requirements. Definition and elaboration of technical opinions for clients analyzing the variables of the problem as a whole. Full understanding of service scope for different base customers. Implementation of projects in VMWare and AWS environments.

Experience with other tools like Cacti, Racktables, Keeper Security, BitDefender, OpenVPN, FreeNAS, HAProxy.

## Premier IT Global Services

### IT Analyst

April 2016 - March 2018 (2 years)

Curitiba, Paraná

Provision of services for the O Boticário customer, providing support via telephone for the Grupo Boticário franchises (O Boticário, Eudora, Quem Disse Berenice and The Beauty Box), which involves from the part of the system used by the store to the infrastructure used in the local.

Follow-up work on critical incidents, follow-up of calls of a critical nature, suggestions for new procedures or changes to current procedures, homologation and approval of the infrastructure adopted in the store environment, dealing with calls received from other internal teams of the client, providing assistance to co-workers, when leadership or management is absent, etc.

Experience with SAP CRM and SAP R/3 system.

Knowledge of sales systems used in stores (Bematech PDV and Linx PDV), inventory tool and remote access Landesk Management Suite 2016.

## Dell Technologies

### IT Analyst

November 2015 - April 2016 (6 months)

Curitiba, Paraná

Provision of services and support to Dell's end customers through the company SYKES. The activities provided were carried out via remote access, or assistance via telephone.

Troubleshooting the problem reported by the customer, and after understanding the problem, providing the best solution for it, based on Dell's knowledge base and procedures.

In some cases, the problem reported by the customer was resolved in a first contact, without the need for technical intervention. Among other cases, it was necessary to send a qualified technician to the customer's residence, so that the equipment could be properly maintained.

## Prefeitura Municipal de São José dos Pinhais

### IT Intern

August 2013 - July 2015 (2 years)

São José dos Pinhais, Paraná

Provision of services to all municipal departments. Maintenance and cleaning of computers and printers. Software installation, basic network and telephony maintenance.

## Rio De Una Alimentos

### IT Intern

March 2012 - August 2013 (1 year 6 months)

São José dos Pinhais, Paraná

Provision of computer services in the internal part of the company.  
Maintenance and cleaning of computers and printers. Software installation,  
basic network and telephony maintenance.

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## Education

### FIAP

Master of Business Administration - MBA, Cloud Engineering &  
Architecture · (March 2024 - April 2025)

### Universidade Tecnológica Federal do Paraná

Postgraduate Degree, IT Infrastructure Architecture and  
Management · (January 2019 - December 2021)

### Faculdade da Indústria- São José dos Pinhais

Bachelor's degree, Bachelor of Information Systems · (January  
2012 - December 2015)