

PATRICK FERREIRA

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PROFESSIONAL SUMMARY

IT professional with over **8 years of experience**, progressing from Technical Support into Infrastructure, Cloud, and DevOps. Proven track record in high-availability, regulated environments (**XP Investimentos** - financial sector) and digital marketplace platforms (**BoostingMarket**), with a strong focus on **CI/CD** pipeline automation, Infrastructure as Code (**Terraform**), and microservices orchestration with **Kubernetes (AWS EKS)**. Hands-on expertise across multcloud ecosystems (**AWS, Azure, and GCP**), leveraging **Docker, GitHub Actions, and Ansible**. Consistent track record of reducing MTTR and optimizing costs through proactive observability (**Prometheus, Grafana, Loki, Zabbix, Datadog**) and strong application of **SRE, FinOps, DevSecOps**, and **Platform Engineering** practices.

SKILLS

Cloud: AWS (EKS, EC2, RDS, S3, IAM, KMS, VPC), Azure (AKS, VM, Entra ID), GCP (GKE)
IaC & CI/CD: Terraform, Ansible, GitHub Actions, GitLab CI/CD, Git, Docker, Kubernetes (HPA/EKS), Helm, ArgoCD
Observability: Prometheus, Grafana, Loki, Datadog, Zabbix, ELK **Security:** Secrets Management (KMS), Hardening, IAM, RBAC
Systems & Automation: Linux (Advanced), Windows Server, Active Directory, VMware vSphere, Python, Bash, Shell Script, PowerShell, SQL
Practices: SRE, FinOps, Platform Engineering, DevSecOps, GitOps, High Availability, Incident Management, ITIL, Scrum

PROFESSIONAL EXPERIENCE

DevOps Analyst

December 2024 - April 2026

BoostingMarket.com

Remote

DevOps for a digital gaming marketplace. Microservices on Kubernetes (EKS), CI/CD, IaC, and observability at scale.

- Restructured the marketplace microservices architecture using **Docker** orchestrated by **Kubernetes (AWS EKS)**, implementing auto-scaling (**HPA**) to handle peaks of **10k+ simultaneous active users**.
- Built **CI/CD** pipelines via **GitHub Actions** with **Python and Bash**, cutting average production deploy time from **45 to under 10 minutes** with automated validation.
- Developed and managed **IaC with Terraform** on **AWS (EC2, RDS, S3)**, reducing staging environment provisioning time by **70%**.
- Implemented centralized observability (**Prometheus, Grafana, Loki**) for critical API latency and database resource consumption, reducing **MTTR by 40%**.

Co-founder & Technical Lead

July 2024 - December 2024

Dark Tech | Consulting for Investment Firms

Porto Alegre, Brazil

Cloud-first architecture for technology consulting and custom software development for the financial market.

- Built **AWS** infrastructure with **Docker** containers, **GitHub Actions** automation, secrets management (**KMS**), and **IAM** least-privilege policies.
- Led technical discovery with stakeholders and designed a secure operational foundation for the investment ecosystem.

Support Lead & DevOps Analyst

May 2022 - July 2024

XP Investimentos | Ável and Be Invest

Porto Alegre, Brazil

Technical leadership for support and infrastructure in a regulated financial environment. 500+ users, 98%+ SLA.

- Led the technical support team for **500+ users** in a highly regulated financial environment, maintaining **SLA above 98%** and consistently improving operational stability.
- Sustained hybrid **AWS and Azure** infrastructure: EC2, S3, IAM, **RBAC**, VPC, Virtual Machines, and Entra ID in a high-criticality environment.
- Managed **Linux (RHEL)** and Windows Server administration on **VMware vSphere**; identity governance with **Active Directory and Microsoft Entra ID (Azure AD)**.
- Automated operational routines and backups with **Ansible, PowerShell, and Bash**, significantly reducing manual interventions.
- Deployed proactive observability with **Zabbix and Grafana**, reducing MTTR; applied **DevSecOps** practices and server hardening.

IT Support & Infrastructure Technician

2015 - 2020

Gigaware Informatica

Porto Alegre, Brazil

Preventive and corrective maintenance of workstations, servers, local networks, and Windows systems. Solid troubleshooting foundation.

EDUCATION

B.Sc. in Computer Science (In Progress)

2023 - Expected late 2026 / early 2027

UniRitter | Porto Alegre, Brazil

CERTIFICATIONS & LANGUAGES

Languages: Portuguese (Native) | English (Advanced) | Spanish (Intermediate)

- DevOps & Site Reliability Engineering** | Linux Foundation
- Cybersecurity Essentials** | Linux Foundation
- GitHub Actions: Workflow Automation** | GitHub/Microsoft
- Cisco Network Basics** | Cisco