

FERNANDO CASTRO

PROFILE



Physical disability
Blindness, monocular
ICD-10 H54.4

Fluent in English, advanced in Spanish and conversational in French, E-Shaped, competent, skilled and trained professional. Proven execution ability, always exploring and innovating. Professional oriented to deliveries, learning, teamwork, owner spirit among other soft skills.

I am seeking to leverage my extensive experience in IT management, databases and site reliability engineering to contribute to the success of a dynamic and innovative organization. My goal is to occupy a position where I can drive technological innovation, operational excellence, and continuous improvement.

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EDUCATION

BACHELOR IN SYSTEMS ANALISYS AND DEVELOPMENT **2016-2019**
UNESA - Estácio de Sá University

MBA IN IT MANAGEMENT **2022-2024**
UVA - Veiga de Almeida University

PROFESSIONAL EXPERIENCE

DBA | ICATU SEGUROS **2012-2019**
Responsible for administrating On-Premise and cloud Oracle and SQL Server databases applying monitoring, fixes, troubleshooting, performance optimization and others in whole database infrastructure.

LANGUAGES

ENGLISH



SPANISH



FRENCH



GERMAN



RUSSIAN



DATABASE RELIABILITY ENGINEER | STONE PAYMENTS **2019-2021**
Responsible for administration, monitoring, troubleshooting, performance increase, high availability, scalability, mainly the reliability of mission critical databases working with SQL Server environments from 2014 to 2019, SQL Azure, Oracle, PostgreSQL, MySQL, MongoDB, Redis, among others. In addition to provisioning complete On-Premise, Cloud (AWS, GCP and Azure) and hybrid environments using automation via Ansible, Terraform, Powershell DSC, Puppet, and other tools. Also database versioning and deployment automation using Azure DevOps and GitHub.

In terms of observability, create and maintain monitoring metrics using Zabbix, Prometheus, NewRelic, Grafana and PagerDuty in addition to database tools such as DPA and Redgate SQL Monitor.

MORE PROFESSIONAL EXPERIENCES

DATABASE RELIABILITY ENGINEER | WILDLIFE STUDIOS

2021-2022

Responsible for the reduction for all the toil, providing automation and creating solutions increasing reliability, observability, logging, manageability and self-healing to all database systems and queues on a full AWS environment.

Also sharing my knowledge on databases and queues with other SREs, creating documentation, supporting other teams and attending to on-call rotations, participating the launch of new games, creating and improving terraform modules, testing and creating POCs of new technologies to help the company, making decisions using data-driven mindset and promoting relevant 1:1 meetings.

IT MANAGER | SORTE ONLINE

FEV 2023 - AGO 2024

Dynamic and results-driven IT Manager with a proven track record of designing and leading robust IT operational frameworks for diverse clients. Expert in managing and optimizing IT infrastructure to ensure high availability, reliability, and cost efficiency. Skilled in implementing and maintaining Service Level Agreements (SLAs) that drive consistent service delivery and enhance client satisfaction.

Proficient in strategic planning and execution of ITIL-based processes, including incident management, change management, and continuous service improvement, ensuring operational excellence. Well-versed in modern project management methodologies such as Kanban, Scrum, and Scrumban, leveraging these approaches to streamline workflows, improve team efficiency, and deliver projects on time and within scope. Certified in industry-standard frameworks and practices, including ITIL and Agile methodologies, ensuring alignment with best practices and organizational goals.

Adept at leading high-performing teams of IT professionals, fostering a collaborative and innovative culture to meet and exceed organizational objectives. Experienced in building scalable, agile processes that adapt to evolving business needs, with a focus on continuous improvement and measurable outcomes.

Recognized for exceptional communication and leadership abilities, facilitating seamless cross-departmental coordination to align technology initiatives with overarching business strategies. Committed to maintaining up-to-date knowledge of emerging technologies and industry advancements, leveraging this expertise to drive innovation, competitive advantage, and long-term success.



HARD SKILLS

IT Management

- Project Management
- Budgeting
- Team Management
- ITSM
- Strategic Thinking
- Negotiation Skills
- Time Management

Site Reliability Engineering

- Cloud Computing
- Automation
- Observability
- IaC
- CI/CD
- K8S & Docker
- Security

Database Reliability Engineering

- SQL Databases
- NoSQL/NewSQL
- Performance
- Backup & DR
- Administration
- High Availability
- Monitoring

MORE PROFESSIONAL EXPERIENCES

OBSERVABILITY TECH LEADER CONSULTANT | ORBBI TECH

JAN 2023 - AGO 2024

As an Observability Tech Leader Consultant at Orbbi Tech, I have been responsible for leading and managing a team of Observability Site Reliability Engineers (SREs) in a fully AWS-based environment.

My role involves a blend of leadership, strategic planning, and hands-on technical execution. I have guided and mentored my team in adopting industry best practices for observability and incident management fostering a culture of collaboration and continuous improvement. Additionally, I have spearheaded complex observability projects, overseeing all phases from planning to successful delivery, resulting in enhanced system visibility and reduced Mean Time to Recovery (MTTR).

Alongside my leadership responsibilities, I contribute operationally as both an SRE and Database Reliability Engineer (DBRE), supporting critical tasks such as PostgreSQL optimization and database operations. I have efficiently managed a high-volume ticket queue, ensuring timely issue resolution and adherence to Service Level Agreements (SLAs).

My expertise includes designing and deploying infrastructure as code (IaC) solutions using Terraform, as well as leveraging a range of advanced monitoring and logging tools such as CloudWatch, Grafana, Zabbix, Prometheus, ELK Stack, Elastic APM, and DataDog. These tools have been instrumental in optimizing the performance and availability of AWS-hosted applications and services.

My experience at Orbbi Tech has allowed me to combine strong technical proficiency with leadership skills, delivering impactful solutions that drive system resilience and operational excellence.

SPECIALIST DATABASE RELIABILITY ENGINEER | NATIXIS

AGO 2024 - PRESENT

As a Specialist Database Reliability Engineer at Natixis, I am responsible for critical database systems, including SQL Server, PostgreSQL, Oracle, and SingleStore. My role involves designing and implementing robust database solutions, optimizing performance, and providing strategic insights to improve database architecture.

My expertise extends beyond databases, leveraging technologies such as Ansible for automation, Python for scripting and task automation, and tools like Jira and Confluence for effective project management and documentation. Additionally, I use Postman for API testing, Rubrik for data backup and recovery, and Control-M for job scheduling and workflow automation.

Throughout my tenure, I have consistently demonstrated my ability to manage complex environments, collaborate with cross-functional teams, and deliver results that align with organizational goals. My role at Natixis highlights my technical proficiency, problem-solving capabilities, and commitment to operational excellence in database reliability engineering.

SOFT SKILLS

Interpersonal Skills

- Communication
- Active listening
- Emotional intelligence
- Feedbacks
- Teamwork
- Conflict resolution
- Negotiation

Leadership and Management

- Effective delegation
- Time management
- Strategic planning
- Decision-making
- Flexibility and adaptability
- Resilience
- Inspirational leadership

Self-Management

- Self-awareness
- Proactivity
- Problem-solving
- Organization
- Continuous learning
- Growth mindset
- Results-oriented approach

