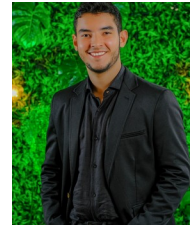


Gabriel Palhano Gomes

SRE | DEVOPS | CLOUD | INFRASTRUCTURE

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PROFESSIONAL SUMMARY

Infrastructure, DevOps and Cloud professional with more than five years of experience across corporate environments, hybrid infrastructure, servers, networks, automation and critical services. Hands-on experience with AWS, Linux, Windows Server, Active Directory, virtualization, CI/CD, observability and security. Background in building and recovering environments, incident response, production monitoring, corporate platform administration and operations automation. B.Sc. in Information Systems and currently pursuing a postgraduate program in DevOps and Cloud Architecture at FIAP.

TECHNICAL SKILLS

Cloud & DevOps AWS (EC2, EKS, ECR, SES) • Terraform • Kubernetes • ArgoCD • GitOps • TeamCity • GitHub Actions • CI/CD	Infrastructure & Platforms Linux • Windows Server • Active Directory • VMware • Hyper-V • pfSense • Palo Alto PA-410 • VPN • Veeam • Google Workspace • Microsoft 365
Observability & Security Grafana • Prometheus • Loki • Cloudflare • DNS • SSL/TLS • FinOps • Incident Response • Troubleshooting	Automation & Integrations OpenAI API • Meta WhatsApp Cloud API • Mautic • APIs • Webhooks • Chatbots • Knowledge Bases • n8n

PROFESSIONAL EXPERIENCE

GeoEnergy Engenharia

Nov 2025 - Present

IT Technical Consultant | Infrastructure & Cloud | Florianópolis, Brazil | on-demand consulting

- Assessment, planning and evolution of hybrid on-premises and cloud infrastructure, focused on availability, security, continuity and risk reduction.
- Backup and recovery planning, monitoring, documentation and FinOps initiatives for resource control and infrastructure cost optimization.

SmartPay Serviços Digitais

Feb 2026 - Sep 2026

Infrastructure & DevOps Analyst | Florianópolis, Brazil

- Administered AWS staging and production environments, Linux and Windows servers, Active Directory, virtualization, pfSense, VPN, DNS, Cloudflare, certificates and internal services, supporting hybrid infrastructure and corporate access.
- Implemented observability with Grafana, Prometheus and Loki, centralizing server and application metrics/logs to speed up troubleshooting without granting direct access to critical hosts.
- Operated and validated TeamCity CI/CD pipelines, monitoring deployments, executions and failures across staging and production to improve delivery control and traceability.
- Provisioned an SMTP server and Mautic integrated with Amazon SES, including domain and DNS configuration, centralizing email automation and operational communications.
- Administered Google Workspace, Microsoft 365, users, groups, permissions and corporate email, supporting access governance and operational continuity.

Truther by RezolvePay

Feb 2026 - Sep 2026

Infrastructure, Automation & DevOps Analyst | Florianópolis, Brazil

- Designed a support platform with chatbot, knowledge base, automated triage and human handoff, improving ticket completeness and standardizing the support flow.
- Integrated OpenAI API, Meta WhatsApp Cloud API, REST APIs and webhooks to automate data collection, request classification and routing to the responsible team.
- Implemented priority, categorization and escalation rules to organize incident handling and reduce manual triage steps.
- Contributed to the migration and go-live of the new support platform, configuring access, integrations and operational routines to ensure continuity after deployment.
- Documented workflows, administrative access and support procedures, making maintenance, operations and knowledge transfer easier.

GeoEnergy Engenharia e Serviços

May 2023 - Oct 2025

IT Infrastructure Analyst | Florianópolis, Brazil

- Built, administered and supported hybrid infrastructure with on-premises/cloud services, networks, Palo Alto PA-410 firewall, VMware, Hyper-V, Windows and Linux.
- Worked directly on containment, technical analysis and environment recovery after a cyberattack, rebuilding services, reviewing access and strengthening security controls.
- Planned and managed corporate backups with Veeam, recovery/continuity documentation, environment restructuring and FinOps practices.

Laudocom Engenharia

Jan 2021 - Feb 2022

Information Technology | Santa Catarina, Brazil

- Supported users, infrastructure, networks, workstations and internal systems, contributing to project implementations, asset organization and documentation.

SELECTED TECHNICAL PROJECTS

AI support automation and knowledge base chatbot

Structured support flow with data collection, triage, knowledge-based responses and human handoff. Technologies: OpenAI API, Meta WhatsApp Cloud API, APIs, webhooks and automation.

Production observability

Centralized metrics and logs to improve operational visibility and reduce direct access to critical servers. Technologies: Grafana, Prometheus, Loki, Linux and Node.js.

ToggleMaster | FIAP Tech Challenge

Microservices architecture with infrastructure as code, CI/DevSecOps, ECR, EKS, Kubernetes and GitOps delivery through ArgoCD.

Cloudflare, VPS and origin security

Domain, DNS, HTTPS, Nginx, UFW, Fail2Ban and origin protection using TLS/mTLS and Cloudflare.

EDUCATION

Postgraduate Program in DevOps and Cloud Architecture | FIAP | Feb 2026 - Mar 2027

B.Sc. in Information Systems | Universidade do Sul de Santa Catarina | Jan 2022 - Dec 2025

Front-end Engineering | EBAC | 2021 - 2022

ADDITIONAL INFORMATION

English: upper-intermediate • Portfolio: gabrielgomes.cloud • Professional interests: SRE, DevOps, Cloud, automation, observability and AIOps.