Henrique Gibi de Pádua

Site Reliability Engineer | AWS | Observability | Python

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Profile

Site Reliability Engineer with over six years of experience operating and improving production systems in cloud-native environments. Strong background in observability, incident response, and reliability engineering, applying structured operational practices to reduce instability and improve service resilience on AWS-based platforms.

Experienced in working within high-criticality and regulated environments, combining technical depth with operational discipline. Skilled in transforming metrics, logs, and incident history into actionable reliability improvements, helping teams evolve from reactive support models toward more proactive, automation-driven practices.

Recognized for strong analytical thinking, stakeholder communication, and accountability in production systems. Passionate about building reliable, scalable, and observable systems while contributing to the continuous maturation of engineering and reliability practices.

Skills

Site Reliability Engineering (SRE), AWS (Lambda, SQS, Fargate, CloudWatch), Observability (Prometheus, Grafana, Splunk), IaC (CloudFormation & Terraform), Kubernetes (fundamentals through hands-on labs and personal projects), Incident Response & Root Cause Analysis (RCA), Monitoring & Alerting, Python, REST APIs, SQL & NoSQL Databases, Distributed Systems Troubleshooting, Automation & Operational Efficiency.

Languages

English:	fully able to speak with stakeholders and colleagues (B2)
Spanish:	fluent (lived in Argentina for two years)
Portuguese:	native

Education

Data Engineering Post Graduation – *Anhanguera University* – 1 year, conclusion: 2026

Software Engineering Bachelor's Degree – *Cruzeiro do Sul University* – 4 years, conclusion: 2023

Application of Software Engineering in Emerging Systems University Extension – *Anhanguera University* – 6 months, conclusion: 2024

Biomedical System Technologist Degree – *Fatec Sorocaba* – 3 years, conclusion: 2011

International Work Experiences

United States (2014, 2015) – Machine installation and programing, customer training

China (2015) – Machine installation and programing

Germany (2012, 2013, 2014) – Internal Training

Malaysia (2012) – Internal Training

Argentina (2012, 2013) – Machine installation and programing, customer training

Certification

AWS Solutions Architect Associate – Able to strategically design well-architected distributed systems that are scalable, resilient, efficient, and fault-tolerant.

Observability Metrics – Observability in applications and infrastructure. Understanding of concepts, application architecture and correlations between metrics, APM and logs.

AWS Cloud Practitioner – AWS essential services necessary to set up AWS-focused projects.

Oracle Cloud Foundations – Demonstrate fundamental knowledge of public cloud services provided by Oracle Cloud Infrastructure.

Certified Kaspersky Endpoint Security for Business – Fundamental of administration Kaspersky Endpoint Security for Windows. Demonstrated ability to set up and troubleshoot most issues. Able to support business customers.

Certified Technician Kaspersky Lab. – Antivirus for devices with Windows, Mac, Android, and other free tools.

Work Experience

ThoughtWorks/RS *7 months* (Jun/2025 – Jan/2026)

Site Reliability Engineer Consultant

Site Reliability Engineering in Production Environment:

Acted as SRE for a production-grade application, focusing on stability, performance, and operational resilience. Participated in on-call rotations, triaging incidents and coordinating recovery actions within defined SLA targets. Contributed to strengthening operational maturity through structured incident handling and proactive reliability initiatives.

Observability Ownership and Reliability Insights:

Owned end-to-end observability strategy for the application, covering logs, dashboards, alerts, and service health indicators. Designed and maintained Splunk searches and dashboards to monitor error patterns, latency behavior, and availability signals. Improved alert quality by reducing noise and increasing signal relevance, minimizing operational fatigue. Transformed operational data into actionable reliability improvements and engineering backlog priorities.

Incident Management and Operational Governance:

Structured incident documentation and response workflows using Jira and Confluence. Standardized runbooks and post-incident documentation to improve knowledge reuse and onboarding efficiency. Promoted consistency in incident reporting, including timestamps, impact assessment, and corrective actions. Helped evolve team practices toward a more reliability-driven and data-informed operational culture.

Reliability Metrics and Continuous Improvement:

Analyzed error recurrence patterns and operational metrics to identify systemic reliability gaps. Classified incidents by category and business impact, enabling prioritization based on frequency and risk exposure. Measured trend improvements before and after corrective actions to validate operational effectiveness.

Concentrix/SP *9 months* (Oct/2024 – April/2025)

Senior Support Engineer

Professional Responsibilities and Expertise in Customer Service.

Multichannel Contact and Record Keeping: Experienced in receiving and managing user contact through phone, email, and web, ensuring comprehensive documentation in specific tools according to each operation:

Conducting initial user interaction, understanding their requests, and directing them to the appropriate solution specialist as per defined processes. Proactively contacting users to gather additional information when needed for efficient issue resolution. Ensuring adherence to high-quality standards set by the department and management. Recording incidents in management systems with the detail and formatting defined in operational processes. Consulting second-level support for guidance on processes and technical issues not outlined in current documentation. Leveraging operational support tools to provide solutions for reported cases, ensuring positive user experiences. Effectively directing cases to the appropriate support levels as established in the processes, ensuring SLA (Service Level Agreement) compliance. Continuously

monitoring operational results and user satisfaction, suggesting improvements for process enhancement. Staying connected with support systems and tools necessary to ensure comprehensive and quality service.

Work Hours Monitoring: Accurately tracked work hours through software integrated with telephone systems, ensuring precise time management.

Results and Continuous Improvement: I have consistently aligned my performance with user satisfaction goals and process improvements, actively contributing with suggestions and innovations that added value to the service provided.

Itaú Unibanco/SP *1 year 8 month* (Jan/2022 – Oct/2023)
Software Engineer

Software Engineering in a Highly Regulated Financial Environment:

Developed and maintained backend systems in a large-scale banking ecosystem with strict compliance, security, and audit requirements. Worked in mission-critical environments where availability, resilience, and data integrity were non-negotiable. Ensured adherence to enterprise standards for reliability, traceability, and operational governance.

Cloud-Native Architecture on AWS:

Designed and implemented scalable cloud solutions using AWS services such as SQS, Fargate, and Lambda. Built distributed systems capable of handling asynchronous workloads and high transaction volumes. Applied fault-tolerant architectural patterns to improve system resilience and scalability.

Observability and Production Monitoring:

Implemented monitoring strategies using Grafana and Prometheus to track service health and performance metrics. Used Splunk for log analysis, anomaly detection, and operational investigations in production incidents. Collaborated with cross-functional teams to reduce incident recurrence and improve production stability.

Containerization and Event-Driven Systems:

Used Docker for containerized application deployment, ensuring consistency across environments. Integrated Kafka for real-time event processing in high-throughput scenarios.

GFT do Brasil/SP *9 months* (Jan/2021 – Sep/2021)
Cloud Analyst Consultant

Serverless Architecture with AWS:

Serverless solutions using Amazon CloudWatch Events and Scheduled Events. Solutions with AWS Lambda for efficient and scalable systems. Significant optimization of operational costs. High availability and quick response to real-time events.

Application Design for Fault Tolerance:

Focus on creating applications with maximum fault tolerance and self-healing. Careful design practices and rigorous testing. Resilience and reliability in high demand scenarios or unexpected failures.

Optimization and Redesign of Critical Components:

Identification and analysis of critical components in technologies used. Proposed and executed redesigns to increase robustness and reliability. Contribution to increased operational efficiency. Reduction of downtime risks.

Global Accessibility and Reliability:

Ensured applications were accessible and trusted globally. Implementation of data replication strategies and load balancing services. Consistent, high-quality user experience regardless of location.

Foundever/SP *3 years* (Jan/2018 – Jan/2021)
Service Desk

Kaspersky Certified Technician – available only for Kaspersky Analysts.

End customer technical support provider:

- Reach a service level of 96% (efficiency and customer satisfaction).
- Tickets: 75% solved in a First Contact Resolution
- No escalation needed: 96% of tickets
- General Troubleshoot (Windows, Android and MacOS)

Network configuration to prevent ransomware attack:

Generate and maintain a backup copy, for prevention. Control access: avoid using remote access (most attacks occur through this way).

Remote access to workstations and servers (remote offices is not a problem).

Setup DNS and Windows registry manipulation.

LOGs collections (Wireshark, ProcMon, Traces):

Possible errors may not have been detected when designing the software. Some of these errors happen only in certain environments.

BUG tracking:

Problems can happen with each operating system update. There are many different programs in several different branches, and we can detect incompatibilities.

Stefanini IT Solutions/SP *9 months* (Jan/2021 – Sep/2021)
IT Support Agent

Technical support (Helpdesk and Backoffice):

Analysis of internal system processes. Create operational and management reports.

Application installation and removal.

Technical support daily user's issue:

Keep servers and systems working correctly. General troubleshooting in all Latin America and any country when needed. Usability with Office 365 and IBM solutions.

Mühlbauer Inc./Germany *9 months* (Jan/2021 – Sep/2021)
Cloud Analyst Consultant

Installation and maintenance of RFID machines Worldwide. Daily report about project status, technical issues, solutions, etc.

Multitask Troubleshoot: IT, machinery, process, material, level 2 support.

Traveling to participate in international training, meetings and courses. Living abroad (Argentina) for 1 year to provide support to a customer. Machine operator training (English and Spanish). Therefore, I had previous training in Germany and Malaysia, the company's subsidiaries. I was also in charge of training and ramp-up of resourcefulness on the part of the client machines.

Santa Casa de Belo Horizonte/MG *9 months* (Jan/2021 – Sep/2021)
Cloud Analyst Consultant

Technical Team Leadership in a hospital environment:

Led a team of 12 technical professionals responsible for maintenance and support of medical devices and infrastructure. Coordinated daily activities, workload distribution, and technical prioritization to ensure service continuity. Acted as the main point of accountability for team performance and service delivery quality.

Stakeholder and Client Expectation Management:

Managed expectations of internal hospital stakeholders, ensuring alignment between technical constraints and operational needs. Communicated incident impacts, resolution timelines, and preventive measures to clinical and administrative teams. Balanced urgency, safety, and resource allocation in a high-criticality healthcare environment.

Vendor and Supplier Relationship Management:

Interfaced directly with equipment suppliers and third-party service providers for maintenance contracts and issue resolution. Negotiated service expectations, delivery timelines, and technical requirements. Ensured compliance with maintenance standards and optimized supplier performance.

Process Improvement and Cost Optimization:

Oversaw deployment of a system to manage medical device maintenance lifecycle and inventory control. Reduced clinical engineering operational costs through supplier optimization and process standardization.

Medsystem Hospitalar/SP
9 months (Jan/2021 – Sep/2021)
Cloud Analyst Consultant

Internship in a Clinical Engineering company that provides services in a hospital in Sorocaba. Preventive and corrective maintenance of medical equipment and supply of hospital compressed air. Provision of technical support in the sectors, for example, emergency room, intensive care unit for children and adults, operating room, maternity. Zeal to the stock of medical gases in order to never let him end up in the hospital.

Support urological surgery video, accompany the doctor during the procedure, assisted by: surgical camera, laser, surgical arcing device (on live radiography), and any complications related to the equipment.

Despite the above mentioned. I developed a list of preventive maintenance protocols for an anesthesia cart, which made the process of checking the items more practical, taking less time.

Fatec Sorocaba/SP *9 months* (Jan/2021 – Sep/2021)
Cloud Analyst Consultant

Approved in an internal selection process, I was assigned to:

Attend students (like myself, at the time) in the Mechanical Design Lab and support the use of AutoCAD® software, solving doubts about its operation. I provided a range of services in the Multidisciplinary Laboratory so that students could use the academic computers for academic purposes, although it was not related to mechanical design. Participate in various activities such as posters and slideshows at science fairs and for candidates for the entrance exam.

Regimento Deodoro/SP *9 months* (Jan/2021 – Sep/2021)
Cloud Analyst Consultant

Military Training:
Meticulousness, Precision, Collective Feeling.
Graduation training for higher levels
Activities with society

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