

FABIO FRANCO

DevOps Engineer / Site Reliability Engineer

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PROFESSIONAL SUMMARY

DevOps Engineer with 26 years of hands-on experience building, managing, and optimizing production cloud infrastructure. Deep expertise in Linux systems administration with advanced skills in system optimization, security hardening, and automation. Proven ability to quickly master new cloud platforms and technologies through strong fundamentals in distributed systems, containerization, and infrastructure patterns. Expert in Kubernetes, Infrastructure as Code (Terraform), CI/CD pipelines, and monitoring/observability across multi-cloud environments. Successfully maintained 99.9%+ uptime for enterprise systems while establishing DevOps best practices and mentoring teams on cloud-native architectures.

CORE TECHNICAL SKILLS

Linux Systems Administration: Advanced Linux expertise (Ubuntu, CentOS, Amazon Linux, RHEL), shell scripting (Bash, Python), system performance tuning, security hardening, package management, systemd, process management, network configuration

Cloud Platforms: Extensive production experience with AWS (primary expertise), capable of rapid adaptation to Azure and GCP through strong cloud fundamentals. Experience with compute, storage, networking, database, and managed services patterns across providers

Containers & Orchestration: Kubernetes (production deployments, cluster management, RBAC, networking, storage), Docker (containerization, multi-stage builds, registry management), Argo CD (GitOps), Helm charts

Infrastructure as Code: Terraform (multi-cloud, state management, modules), CloudFormation, AWS CDK, configuration management, infrastructure versioning and reproducibility

CI/CD & Automation: GitHub Actions, GitLab CI, Jenkins, automated testing (JUnit, Playwright), deployment pipelines, blue-green deployments, canary releases, rollback strategies

Monitoring & Observability: Prometheus, Grafana, Datadog, distributed tracing, log aggregation (ELK, Loki), metrics collection, alerting strategies, SLO/SLI definition

Networking & Security: VPC/VNet design, load balancing, DNS management, SSL/TLS certificates, security groups/NSGs, IAM policies, secrets management, vulnerability scanning

Testing & Quality: Automated testing integration in CI/CD pipelines, JUnit (unit and integration tests), Playwright (end-to-end testing), test environment management

Programming & Scripting: Python, BashScript, TypeScript, Java, automation framework development, API integration

PROFESSIONAL EXPERIENCE

Senior Fullstack Software Engineer / Team Lead

CData | United States / Germany (Remote from Brazil) | 2016 - Present
Global SaaS data virtualization platform

- Maintained production cloud infrastructure for global SaaS platform, ensuring high availability and performance across distributed systems

- **Designed and implemented Git branching model** adopted across multiple engineering teams, improving deployment workflow and reducing merge conflicts by 40%
- Integrated automated testing into CI/CD pipelines with JUnit for backend unit/integration tests and Playwright for end-to-end testing, reducing production defects by 35%
- Collaborated on CI/CD pipeline improvements, streamlining build and deployment processes to reduce deployment time and increase reliability
- Led team of ~10 engineers with focus on system reliability, deployment automation, and infrastructure optimization
- Integrated third-party APIs (OpenAI) into production platform, managing infrastructure requirements, monitoring, and performance optimization

Senior Software Engineer

GetYourGuide | Germany (Remote from Brazil) | 2021 - 2023

Large-scale online travel and activities booking platform

- **Worked with production Kubernetes infrastructure** managing containerized microservices, implementing GitOps practices with Argo CD, and optimizing cluster performance
- **Quickly mastered organization's technology stack** including Kubernetes, Argo CD, Kafka, and cloud infrastructure patterns, contributing to production deployments within first month
- Implemented and deployed authentication microservice to production with comprehensive JUnit test coverage, managing containerization, service mesh integration, and deployment automation
- Optimized database performance and implemented backup strategies for high-traffic environment serving millions of users
- Collaborated with global distributed team on infrastructure improvements, reducing deployment time by 30% through pipeline optimization and automated testing

Co-founder / Chief Technology Officer (CTO)

Audora Systems | Brazil | 2006 - 2021

Software development company specializing in state-owned solutions

- **Architected and managed complete cloud infrastructure** for 16 years, supporting multiple enterprise government clients with 99.9%+ uptime SLA while scaling to \$2.5M annual revenue
- **Built multi-tier cloud environment from scratch** including compute clusters, database infrastructure, storage solutions, networking architecture, DNS management, and CDN configuration
- **Administered Linux production servers** for 16 years, managing system updates, security patches, performance tuning, log analysis, and troubleshooting complex system issues
- **Implemented comprehensive security practices** including access control policies, network segmentation, encryption standards, security audits, and compliance requirements for government clients
- **Established automated testing standards** and CI/CD practices including JUnit for backend testing, enabling faster deployments with higher quality
- **Optimized infrastructure costs by 30%+** through right-sizing resources, implementing auto-scaling policies, and architecting efficient storage and compute solutions
- **Established monitoring and incident response processes** with comprehensive metrics collection, alerting strategies, and on-call procedures, enabling rapid issue detection and resolution

- **Led infrastructure migration initiatives** including on-premises to cloud migrations, database migrations, and application modernization projects with zero data loss
- **Mentored team of 15+ developers** on DevOps practices, automated testing, cloud architecture patterns, infrastructure automation, and system administration best practices

KEY PROJECTS & TECHNICAL ACHIEVEMENTS

ZapSense.ai - Multi-Platform Integration Infrastructure

Solo architecture and deployment of production cloud infrastructure

- **Architected complete cloud infrastructure** including message queuing systems, DNS management, database infrastructure (PostgreSQL), and complex API integrations with external platforms
- Implemented N8N workflow automation platform with complex orchestration across multiple external APIs (WhatsApp, Telegram, Instagram)
- Configured comprehensive monitoring, alerting, and automated scaling to handle variable workloads, demonstrating rapid deployment capability

ignite.rocks - Infrastructure as Code Implementation

Complete infrastructure automation with IaC best practices

- **Implemented Infrastructure as Code** using cloud-native tools, defining all infrastructure resources as code for version control, reproducibility, and disaster recovery
- Deployed production-grade SaaS platform with managed database service integration, implementing security best practices and automated deployment pipelines
- Created comprehensive test automation strategy with JUnit for backend services and Playwright for UI testing

Audora Backend Framework - System Architecture

Foundation infrastructure enabling \$2.5M revenue company

- Architected framework and infrastructure patterns that enabled company scalability, demonstrating ability to design systems that support long-term business growth

ADAPTABILITY & CONTINUOUS LEARNING

- **Rapid Technology Adoption:** Demonstrated ability to quickly master new technologies and platforms throughout 24-year career, from traditional infrastructure to modern cloud-native architectures
- **Strong Fundamentals:** Deep understanding of distributed systems, networking, storage, and compute patterns enables quick translation of knowledge across different cloud providers
- **Modern Technology Stack:** Recently acquired expertise in cutting-edge technologies including AI integration, advanced automation (N8N), and AI-assisted development tools
- **Multi-Cloud Capability:** While primary expertise is in AWS, strong Linux systems background and understanding of cloud patterns enable rapid adaptation to Azure, GCP, or other cloud platforms

EDUCATION & CERTIFICATIONS

AWS Certified Solutions Architect | Amazon Web Services | (Renewal in progress)

Bachelor of Information Systems | Faculdade de Tecnologia de Alagoas (FAT), Brazil | 2008

LANGUAGES

Portuguese: Native | **English:** Fluent