

📍 Seixal, Portugal

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Gonçalo Sousa

DevOps Engineer



Introduction



IT professional with a background in Linux systems administration and cloud infrastructure, specializing in DevOps practices including container orchestration, automation, and observability. Driven by curiosity to uncover the 'Why' and 'How' behind complex systems, always looking to innovate and improve. Dedicated to continuously learning new tools and methodologies to deliver effective and reliable solutions.



Skills



Scripting Languages



- **Operating Systems**



- **Continuous Integration & Continuous Delivery**



- **Automation**



- **Web Servers, Proxies & Reverse Proxies**



- **Containerization & Orchestration**



- **Monitoring & Observability**



- **Cloud, Virtualization & Infrastructure**



- **Infrastructure Services**



● Agile & Collaboration Tools



Experiences

● Richemont

Mar. 2026 - Present

DevOps Engineer

- Worked within Agile ceremonies (standups, sprint planning, architectural review & design) to ensure high-quality delivery and continuous improvement across industrial manufacturing platforms
- Implemented end-to-end observability for Kubernetes Pods by instrumenting workloads with OpenTelemetry and integrating metrics, traces, and logs into Datadog
- Designed and maintained Datadog dashboards to monitor platform health, application performance, and key business metrics across manufacturing environments
- Managed and maintained JFrog Artifactory as the central artifact repository, ensuring reliable artifact storage and distribution across CI/CD pipelines
- Managed and maintained multiple industrial platforms across different Maisons, ensuring platform availability, compliance, and alignment with each maison's operational requirements
- Monitored platform health via Datadog, opening incidents upon detection, resolving in-scope issues directly, and assigning or escalating to relevant internal teams or external parties (software vendors, Maison IT) when outside scope
- Owned incident communications end-to-end — notifying stakeholders on opening, providing periodic status updates on root cause and remediation progress, and reporting final resolution outcomes
- Tracked internal tasks and project progress in JIRA and managed incident response and service requests through ServiceNow
- Created and maintained technical documentation in Confluence

- Participated in Root Cause Analysis and Post-Mortem processes, documenting findings and driving corrective actions to improve platform reliability



AXA Group Operations

Sep. 2024 – Feb. 2026

DevOps Engineer

- Provided support on Azure focused in both Platform as a Service (PaaS) and Infrastructure as a Service (IaaS)
- Worked with Agile methodology to ensure high quality delivery and support on a daily basis
- Deployed Azure resources with Terraform using Terraform Enterprise and Azure DevOps with ARM templates
- Managed and troubleshoot Windows Server and Linux Virtual Machines
- Managed High-Performance Computing cluster (HPC Pack on Windows Server) maintenance and troubleshoot
- Automated processes with Bash & PowerShell scripting and Azure DevOps pipelines
- Reviewed Microsoft Defender for Cloud and implemented recommendations according to product architecture and/or company security policies
- Automated processes with Bash scripting
- Provided product support (Changes, Incidents and Requests) using JIRA and ServiceNow
- Created and maintained technical documentation for installations, deployments, architecture, changes, incidents and processes using Confluence
- Collaborated with multiple teams (Developers and L3) to troubleshoot and deploy specific requirements
- Mentored and guided newcomers in understanding customer infrastructure architecture, procedures, and ticket management through knowledge transfer and practical experience



Timestamp

Apr. 2022 – Sep. 2024

Cloud Engineer

- Provided support on Azure focused in both Platform as a Service (PaaS) and Infrastructure as a Service (IaaS)
- Worked with Agile methodology to ensure high quality delivery and support on a daily basis
- Managed and troubleshoot Windows Server and Linux Virtual Machines
- Reviewed Microsoft Defender for Cloud and implemented recommendations according to product architecture and/or company security policies
- Automated processes with Bash scripting
- Managed High-Performance Computing cluster (HPC Pack on Windows Server) maintenance and troubleshoot
- Provided customer support across different business sectors (Changes, Incidents, and Requests) using Azure DevOps, Jira, and ServiceNow
- Created and maintained technical documentation for installations, deployments, architecture, changes, incidents and processes using Azure DevOps and Confluence
- Collaborated with multiple teams (Developers, L3 and Systems) to troubleshoot and deploy specific requirements
- Mentored and guided newcomers in understanding customer infrastructure architecture, procedures, and ticket management through knowledge transfer and practical experience



Timestamp

Sep. 2018 – Apr. 2022

Linux System Administrator

- Deployed, configured, maintained and troubleshoot servers including Dell, HP, Oracle Server and Oracle Engineered Systems (Exadata, Exalogic, and Private Cloud Appliance)
- Managed Linux server deployment, configuration, maintenance, tuning and troubleshooting across RHEL and Debian distributions
- Deployed, configured, managed and troubleshoot virtualization platforms (Exalogic, Oracle Virtual Manager and Oracle Linux Virtualization Manager) and respective virtual machines
- Implemented backup solutions and system monitoring using BareOS, EMC NetWorker, Oracle Secure Backup, CheckMK, Nagios and Oracle Enterprise Manager
- Automated processes with Ansible and Bash scripting

- Deployed, configured, maintained and troubleshoot storage (LVM, NFS, Oracle ZFS Appliance), networking (firewalld and iptables), and containerization (Docker with Docker compose) environments
- Configured, maintained and troubleshoot web services and print management using Apache HTTP Server, NGINX, and CUPS
- Provided customer support across different business sectors (Changes, Incidents, and Requests) using Redmine, ServiceNow, and iTop
- Implemented Oracle technology-driven projects across different business sectors
- Created and maintained comprehensive technical documentation for installations, deployments, architecture, changes, incidents and processes using Microsoft OneNote
- Collaborated with multiple teams (Database, Middleware, and Big Data) to troubleshoot and deploy specific requirements
- Provided 24/7 on-call support
- Mentored and guided newcomers in understanding customer infrastructure architecture, procedures, and ticket management through knowledge transfer and practical experience



Certificates



Red Hat Certified System Administrator (RHCSA)

- Certification ID: 200-086-106
- Issued: 25th June 2020



Oracle Certified Associate Oracle Linux 5 and 6 System Administrator

- Issued: 9th December 2019



Enterprise Open Workspace Administrator

- Issued: 10th March 2022





Education

- **Network and Systems Administration, ATEC** Jun. 2016 – Sep. 2017
 - EQF Level 5
- **Network and Systems Technician, ATEC** Nov. 2013 – May 2016
 - EQF Level 4



Projects

- **Personal Homelab**
 - Designed and maintained a self-hosted environment using Proxmox for media management, hands-on experience and skill development
 - Deployed and managed services through virtual machines and containers (LXC and Docker), including Pi-Hole for network-wide ad-blocking, NGINX for reverse proxy and web hosting, self-hosted GitLab for version control and CI/CD implementation, Prometheus and Grafana for monitoring and visualization, and a variety of other services
 - Automated resource provisioning and configuration using Ansible and Terraform
 - Continuously expanded and optimized the environment to integrate additional services for network management, security, media tools and development



Languages

- **Portuguese**

Native
- **English**

Highly proficient in speaking and writing



French

Basic knowledge

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