



Gonçalo Sousa

DevOps Engineer

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Introduction

IT professional with a background in Linux systems administration and cloud infrastructure, currently focused on DevOps practices such as automation, containerization, and observability across infrastructure and platform environments. Hard-working and curious, always keen to dig into how things work and pick up new tools along the way. Friendly and easy-going, valuing good teamwork as much as solving technical problems.

Skills

Cloud, Virtualization & Infrastructure: Microsoft Azure, Proxmox, Amazon Web Services

Containerization & Orchestration: Docker, Kubernetes, Helm, Kustomize, Istio

Automation: Ansible, Terraform

Continuous Integration & Continuous Delivery: Git, GitLab, Azure DevOps, ArgoCD, JFrog Artifactory

Monitoring & Observability: Datadog, OpenTelemetry, Prometheus, Grafana, Nagios, Checkmk

Web Servers, Proxies & Reverse Proxies: Apache HTTPD, HAProxy, NGINX, Squid

Infrastructure Services: HashiCorp Vault

Operating Systems: Linux, Debian, Red Hat Enterprise Linux

Scripting Languages: Bash, Python

Agile & Collaboration Tools: Confluence, Jira, ServiceNow

Experience

Richemont, DevOps Engineer

Mar 2026 – present

- Implemented end-to-end observability for Kubernetes workloads with OpenTelemetry, and built 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 storage and distribution across CI/CD pipelines
- Managed and supported platforms across all Maisons running our platform, ensuring availability, compliance, and alignment with each Maison's operational requirements
- Owned incident management end-to-end via Datadog — from detection and triage through escalation to internal teams or external vendors, and stakeholder communication through to resolution
- Participated in Root Cause Analysis and Post-Mortem processes, documenting findings and driving corrective actions to improve platform reliability
- Tracked tasks and incidents across JIRA, ServiceNow, and Confluence, keeping technical documentation current
- Actively contributed to architectural reviews and design decisions through Agile ceremonies, driving continuous improvement across industrial manufacturing platforms

AXA Group Operations, DevOps Engineer

Sept 2024 – Feb 2026

- Provided Azure platform support across PaaS and IaaS, deploying and managing resources with Terraform (Terraform Enterprise) and ARM templates via Azure DevOps
- Managed and troubleshooted Windows Server and Linux virtual machines, including a High-Performance Computing cluster (HPC Pack)
- Automated operational processes with Bash and PowerShell, integrated into Azure DevOps pipelines
- Reviewed Microsoft Defender for Cloud findings and implemented remediations aligned with architecture and security policy
- Handled product support (changes, incidents, requests) through JIRA and ServiceNow, keeping technical documentation current in Confluence
- Collaborated across Developers and L3 teams to troubleshoot and deliver specific requirements
- Onboarded newcomers to customer infrastructure, procedures, and ticket management through hands-on knowledge transfer

Timestamp, Cloud Engineer

Apr 2022 – Sept 2024

- Provided Azure platform support across PaaS and IaaS, managing Windows Server and Linux virtual machines and a High-Performance Computing cluster (HPC Pack)
- Reviewed Microsoft Defender for Cloud findings and implemented remediations aligned with architecture and security policy
- Automated operational processes with Bash scripting
- Handled customer support (changes, incidents, requests) across Azure DevOps, Jira, and ServiceNow, keeping technical documentation current in Confluence
- Collaborated across Developers, L3, and Systems teams to troubleshoot and deliver specific requirements
- Guided newcomers through customer infrastructure, procedures, and ticket management via structured knowledge transfer

Timestamp, Linux System Administrator

Sept 2018 – Apr 2022

- Deployed, configured, and maintained physical and virtual infrastructure (Dell/HP/Oracle servers, Oracle Engineered Systems, Oracle Virtual Manager, Oracle Linux Virtualization Manager) across RHEL and Debian environments
- Implemented backup and monitoring solutions using BareOS, EMC NetWorker, Oracle Secure Backup, CheckMK, Nagios, and Oracle Enterprise Manager
- Automated infrastructure processes with Ansible and Bash scripting
- Managed storage (LVM, NFS, Oracle ZFS Appliance), networking (firewalld, iptables), and containerization (Docker Compose)
- Configured and maintained web services and print management with Apache HTTP Server, NGINX, and CUPS
- Handled customer support (changes, incidents, requests) across Redmine, ServiceNow, and iTop, collaborating with Database, Middleware, and Big Data teams, and keeping documentation current in Microsoft OneNote
- Provided 24/7 on-call support
- Trained newcomers on customer infrastructure, procedures, and ticket handling through structured knowledge transfer

Certifications

Red Hat Certified System Administrator (RHCSA)

Jun. 2020

Credential ID: 200-086-106

Oracle Certified Associate Oracle Linux 5 and 6 System Administrator

Dec. 2019

Enterprise Open Workspace Administrator

Mar. 2022

Education

ATEC, Network and Systems Administration
EQF Level 5

June 2016 – Sept 2017

ATEC, Network and Systems Technician
EQF Level 4

Nov 2013 – May 2016

Projects

Personal Homelab

- Designed and maintained a self-hosted environment using Proxmox to host tools and resources
- Deployed and managed services through virtual machines, containers and Kubernetes, including media management, learning resources, 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