IAGO MISKO

SENIOR DEVOPS ENGINEER

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PROFILE

I am a trilingual (Portuguese, English, Spanish) IT Engineer with an education in computer engineering and over 15 years of experience in IT operations and Infrastructure support for well-known global companies such as Pinterest, AT&T, T-Mobile, Vodafone, Telefonica, América Móvil, Amdocs, Netcracker and Ericsson. Acquired a combined experience leading and planning IT infrastructure projects and operations.

SUMMARY OF EXPERIENCE

- Ability to effectively communicate highly technical information to management teams, stakeholders, clients, and non-technical audiences.
- Experience with small, medium, and enterprise infrastructures.
- Expertise: servers, networks and systems administration, tools and processes development/automation, technical support, government, internet, telecom and cyber security industries.
- Specialties: Linux and Unix systems administration; Shell scripting (bash, sh, ksh, csh, tcsh, zsh); AWS; Terraform; CI/CD pipelines.

PROFESSIONAL EXPERIENCE

POWERUS   SENIOR SITE RELIABILITY ENGINEER

📍 Berlin, Germany   📅 Jan 2025 – Present

Main activities: Driven the platform migration to AWS.

Achievements:

PERSEUS TECHNOLOGIES   SENIOR DEVOPS ENGINEER

📍 Berlin, Germany   📅 Mar 2022 – Dec 2024

Main activities: Defined process flows based on product requirements, improved build and deployment CI pipelines, simplified the CI tool maintenance. Implemented automated self-renewal of expiring certificates.

Achievements: Applied optimal infrastructure configuration, decreased the applications deployment and start-up time. Fully automated backup and restore routines.

PINTEREST (CONTRACTOR BY BAIRESDEV)   SENIOR DEVOPS CONSULTANT

📍 Remote, Remote   📅 Aug 2021 – Jan 2022

Main activities: Led deployment and testing automation projects in development, testing and production environments. Supported and mentored team members on DevOps best practices.

Achievements: Led automated deployment of weekly release to Production environment, having a weekly git branch cut and freezing code implementation during the deployment, reduced deployment time and increased the branch cut accuracy.

NETCRACKER TECHNOLOGY   TECHNICAL OPERATIONS MANAGER

📍 São Paulo, Brazil   📅 Sep 2020 – Jul 2021

Main activities: Reviewed processes for client-managed operations customer accounts, identifying operational gaps, improving processes and best practices, as well as mentoring the clients' teams and providing additional documentation in both English and Spanish.

Achievements: Mentored clients' teams in DevOps best practices and standards, transitioned operations between different clients' teams. Led a full platform migration from on-premises to cloud infrastructure.

NETCRACKER TECHNOLOGY

LEAD DEVOPS ENGINEER

📍 São Paulo, Brazil

📅 Jan 2020 – Sep 2020

Main activities: Driven project implementation of a full-stack telecommunications transformation program. Managed and mentored the operations team providing support to internal and external stakeholders. Facilitated meetings, defined operational improvements, built and maintained configuration tools.

Achievements: Fully automated the production environment start/stop routines. Implemented secrets backup and restore. Transitioned the operations to the client's team after end of contract.

PRODABEL

SENIOR DEVOPS ENGINEER

📍 Belo Horizonte, Brazil

📅 Jul 2019 – Dec 2019

Main activities: Championed adoption of DevOps culture, leading automation projects and mentoring internal teams on best practices and custom tools. Built and maintained deployment tools, led several major software releases.

Achievements: Fully automated the Docker Swarm cluster handling. Implemented secrets backup and restore routines.

INATEL

SYSTEMS SPECIALIST

📍 Santa Rita do Sapucaí, Brazil

📅 Nov 2018 – Jun 2019

Main activities: Built and maintained automated non-functional test cases, documentation, methodologies and tools. Mentored the testing team on DevOps best practices.

Achievements: Led the implementation of automated tools for non-function test cases execution, increased tests accuracy rate and improved execution time.

AMDOCS

SENIOR TECHNOLOGY INTEGRATION ENGINEER

📍 São Carlos, Brazil

📅 Jan 2016 – Oct 2018

Main activities: Designed, configured, installed, upgraded and mainteined environments through the product life cycle, and provided technical support and consulting for the following clients: Vodafone, AT&T, Telefonica, América Móvil.

Achievements: Production rollouts and legacy migrations successfully executed, implemented a middleware integration tool, accounts expiration checks and basic environment self-test, led a full platform migration from Unix to Linux.

AMDOCS

TECHNOLOGY INTEGRATION ENGINEER

📍 São Carlos, Brazil

📅 Feb 2013 – Jan 2016

Main activities: Installed, configured and supported environments provisioning for the following clients: América Móvil, Telefonica.

Achievements: Worked onsite at clients' premises abroad, fully automated a manual environment provisioning process.

EDUCATION

COMPUTER SYSTEMS ANALYSIS AND DEVELOPMENT - INCOMPLETE
Instituto Federal de Educação, Ciência e Tecnologia (IFSP) - São Carlos, Brazil

📅 2011 – 2013

ASSOCIATE IT TECHNICIAN
Serviço Nacional de Aprendizagem Comercial (SENAC) - São Carlos, Brazil

📅 2008 – 2010

SKILLS

AWS   Terraform   Docker   Kubernetes   Ansible   Git   Linux   Unix   Shell