

Luciano Caetano

IT/TELECOM SPECIALIST | CLOUD COMPUTING

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in/lucianod2



Raleigh, NC

PROFILE

Bilingual English- Portuguese IT engineering professional, with a track record of communicating complex information into simple concepts. With 15+ years of hands-on experience exposed to a diverse set of technologies and environments, I developed expertise in storage and multicloud, AWS, Azure, GCP, and Oracle. Exceptional problem-solving and the ability to work under pressure. Also skills in budget and project management.

- strong expertise in troubleshooting

Moving forward, I am seeking a role where I can collaborate with the customers and inspire people.

EDUCATION

A. A. S. IN STORAGE AND VIRTUALIZATION

Wake Technical Community College , NC | 2021
Dean's List Fall 2019/Spring 2020

MBA IN TELECOMMUNICATION SERVICES

Universidade Federal Fluminense, Brazil | 2020

B.S. IN ELECTRICAL ENGINEERING WITH MAJOR IN TELECOMMUNICATIONS

Universidade Paulista, Brazil | 2010

*active Brazilian PE license

CORE SKILLS

- Build rapport with stakeholders
- Active Listening and Great Communications Skills
- Outstanding hands-on troubleshooting and problem-solving skills
- Automation (Ansible, Python, PowerShell, Shell Script, Terraform)
- Cloud (AWS trained, Azure certified, OCI Architect Professional certified, Alibaba Cloud certified, GCP trained)
- DevOps (Kubernetes, Docker, Git, CI/CD pipeline)
- Systems (Linux, Windows, VMware vSphere ESXi)
- Storage (NetApp Ontap, FreeNAS)
- Broadcast (Satellite digital communication, video compression systems)
- Compute (Cisco UCS, Dell PowerEdge, Lenovo SR, and any blade servers)
- Network (Lan/Wan, TCP/IP stack, Cisco Nexus)

CAREER HIGHLIGHTS

NetApp

Site Reliability Engineer | Durham, NC | 10/2022 to Present

- I play in a DevOps fast pace cloud storage business. I am responsible for the frontier between the customer and our multidisciplinary team aiming to offer the best customer experience to our services.
- Fast pace cloud storage business. I am responsible for the frontier between the customer and our multidisciplinary team aiming to offer the best customer experience to our services.
- Also supporting the hybrid internal teams SREs, Developers and Quality Assurances with focus on the customer success.
- Experience with GitHub, Kubernetes, and Jira.

NetApp

Data Center Support Engineer | Morrisville, NC | 01/2021 to 07/2022

- Completed 280 support tickets within the first 6 months;
- Facilitate daily operational management of the planning, installation, maintenance, break/fix support, server hardware operation, and supporting infrastructure at scale
- Support Global Dynamic Labs data center operation, exceeding 300,000 square-foot with +5000 52U racks

SKY Brasil - satellite pay TV

Compression Systems Engineer | Brazil | 07-2014 to 02-2018

- Contributed to projects and initiatives to test concepts, develop prototypes, and performed lab preparation for new systems validation
- Interfaced with key stakeholders, including Marketing and Commercial departments, to translate market needs to system requirements
- Developed and lead software system testing and validation procedures that met client specifications
- Playing as part of the video engineering project team's value chain.
- Projecting video compression systems applying the best practices.
- Evaluated video quality, the process of encoding, and transcoding for the best customer experience.
- In 2017, successful delivery of the project of the new broadcast center in Jaguariuna, the part of CAPEX belonging to the video compression project was around R\$65.2 million.

Serpro

Network Operations Technician | Brazil | 10-2012 to 07-2014

- Tech lead of 4 Network Operations Technicians within the Treasury Department and National Treasury Attorney-General's Office (PGFN) in the Sao Paulo metro area with the infrastructure of about 1,500 workstations, and 15 application, backup, file, print, and government system servers.
- Successful implementation of an open-source solution to clone images that reduced help desk time by more than 40% and consequently increased customer satisfaction.