

Carlos Eduardo Pedroza Santiviago

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Experience

Itaipu Binacional

Foz do Iguacu, Brazil

- Leading the technical support division, evaluating and implementing new technologies
- Support coordination to enterprise applications, in a robust and resilient infrastructure, delivering performance, reliability and scalability

Technical Support Manager

January 2014 – Present

Itaipu Binacional

Foz do Iguacu, Brazil

- Administration of hundreds of Linux, AIX and Windows servers, assuring the continued business operation, through proactive analysis, monitoring, security management and clustering
- Automation of common tasks using Bash scripts and Python, reducing repetitive manual operations, leaving more time and efforts to new projects
- General problems investigation and troubleshooting, capacity planning and performance tuning
- Participation in 24x7 on-call rotation and tickets management

Support Analyst

April 2006 – December 2013

Education

MBA in Business Management for the Electric Sector, Fundacao Getulio Vargas, In Progress

BS in Computer Science, Universidade Estadual do Oeste do Parana, April 2004

Skills

Operating Systems: Linux, Mac OS X, AIX, Windows and FreeBSD

Networking: TCP/IP protocol suite and the ISO/OSI model

Programming Languages: Scripting (bash, awk/sed), Python, PHP and C

Virtualization: VMware, IBM LPAR/PowerVM, KVM/QEMU and Xen/OracleVM

Applications and Services: Web Servers, Samba, OpenLDAP, NFS, DNS/DHCP, CUPS, SSH, SMTP

Storage Systems: RAID, SAN and NAS Systems

Computer and Network Security: IDS/IPS, Firewalls, VPN, Antivirus, Content filtering, security policies and penetration tests

Clustering and Load Balancing: Heartbeat/Pacemaker/OpenAIS/CoroSync, DRBD and haproxy

Systems Administration: General problem analysis and investigation, capacity planning and performance tuning

Certifications: CISSP-ISSAP, RHCE, ITIL v3 Foundation

Languages: Fluent in Portuguese, Intermediate in English and Spanish

Activities

Volunteer of Latinoware <http://www.latinoware.org> – one of the biggest Free Software Conferences in Latin America, where we organize and discuss everything related to free/libre open source softwares
April 2004 – Present

Volunteer of the Ubuntu Linux Project <http://www.ubuntu.com>, helping new users, advocating, documentation and packaging tasks
April 2005 – Present

Creator and maintainer of SoftwareLivre.net: Step-by-step towards freedom! <http://softwarelivre.net>, a website with articles and how-tos about free and open source software (Portuguese only)
August 2007 – Present