

# MAGNO WEST

DEVOPS ENGINEER

London, UK | [LinkedIn](#) | [GitHub](#) | [Website](#)

## PROFESSIONAL PROFILE

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Dynamic and forward-thinking engineer, adept in cultivating and optimising the infrastructure that catalyses continuous, seamless, and rapid iteration of business-critical software. Dedicated and knowledgeable professional, equipped with a rich array of formal certifications (as well as abundant practical experience) in AWS, Azure, and DevOps methodologies. Leader, mentor, team player, and cross-functional communicator, offering a proven talent for enhancing the human—as well as the technical—aspects of fast-moving software operations. Trilingual, adaptable, and experienced in navigating diverse global business environments.

## CORE COMPETENCIES

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- Performance Monitoring/Optimisation
- Cloud Infrastructure (AWS and Azure)
- Deployment and Testing Workflows
- Cross-Functional Collaboration
- DevOps/Software Operations
- Compliance and Security
- Systems Administration
- Database Management
- Systems Analysis
- Problem Solving
- CI/CD Pipelines
- Virtualisation

## WORK EXPERIENCE

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GERSON LEHRMAN GROUP, MULTIPLE LOCATIONS, OCTOBER 2018 TO PRESENT

**DEVOPS ENGINEER**, LONDON, UK, JUNE 2020 TO PRESENT

- Play a central role in the development, analysis, iteration, maintenance, and continuous improvement of leading-edge web applications (portals, payment solutions, dashboards, etc.) for internal users, clients, and GLG network members, sustaining immaculate reliability and functionality.
- Train and mentor the helpdesk team on new technologies and issues; lead training sessions on application development and troubleshooting.
- Leverage Terraform and Cloud Formation to administer extensive, business-critical AWS and Azure infrastructure.
- Lend close support to the Product team on the construction, maintenance, and troubleshooting of CI/CD pipelines (GitHub Actions and AWS CodePipeline).
- Monitor application deployment in production using Amazon CloudWatch and Sumo Logic for Node.js and Python applications.
- Analyse application performance metrics (such as response time, error rate, and availability) to identify issues and spur optimisation.
- Formulate efficient processes and implement best practices, in partnership with development teams and project managers.
- Forecast resource requirements, allocate budgets, and compose schedules; research new technologies and evaluate existing ones, guiding procurement to maximise operational efficiency.

### KEY ACHIEVEMENTS

- Migrated 100+ legacy Node.js applications to Docker containers and orchestrated their deployment on AWS ECS; designed and implemented continuous integration/continuous deployment (CI/CD) pipelines to streamline the deployment process and ensure scalability and reliability.
- Engineered an internal ticketing solution to improve users' ticket submission efficiency, enable in-application ticket submission, allow close monitoring of application reliability, and reduce response time.
- Pioneered an automated monitoring system to alert the team about Azure certificates and secrets near expiration, avoiding issues with expired credentials and reducing impacts on 50 core applications.
- Piloted the password manager migration of the entire Engineering organization, transferring 800+ credentials to the new provider; hosted training and getting started sessions.

**SENIOR SYSTEMS ANALYST**, DUBLIN, IRELAND, OCTOBER 2018 TO JUNE 2020

- Mobilised robust data analysis skills to build insight into existing workflows.
- Engineered Node.js tools to facilitate deployment and testing workflows, such as beta versioning, application deployment, and code checkers for GitHub pull requests.

- Formulated job tasks with Docker and Bash scripts to trigger JavaScript files and execute actions, pulling and pushing data through SQL.
- Anticipated, quantified, and mitigated security risks in a fast-evolving environment.
- Drew on profound systems analysis expertise to train and mentor junior team members; conducted performance assessments and code reviews, delivering clear and actionable feedback.

#### KEY ACHIEVEMENTS

- Maintained MTTR (Mean Time To Resolve) application issues above the target in the EMEA region; troubleshoot issues in an efficient manner and collaborated closely with juniors on issue resolution.
- Automated several HR processes during the pandemic by building notification workflows and mitigating issues on user interaction, which helped 200+ onboarding/offboarding processes.
- Constructed a system to handle peripherals order placement, helping 1000+ orders to be placed and processed on time.
- Hosted multiple training sessions with users and co-workers on several topics, from application usage to debugging issues.

FORD MOTOR COMPANY, CAMAÇARI, BAHIA, BRAZIL, JULY 2008 TO SEPTEMBER 2018

#### SYSTEMS ADMINISTRATOR, SEPTEMBER 2013 TO SEPTEMBER 2018

- Administered and monitored 50 physical and virtual Windows (2003–2012) and Linux servers in a VMware vSphere environment.
- Governed data centres by monitoring devices, scheduling hardware repairs with vendors, performing preventive maintenance, and executing change management processes.
- Secured data centres, network servers, infrastructure, and applications by reviewing, auditing and documenting controls, access, and logs on a regular (daily, monthly, or quarterly) basis.

#### KEY ACHIEVEMENTS

- Sustained 24/7 manufacturing production for five years, with no IT-infrastructure related issues.
- Eliminated servers' hardware downtime by effectively completing tech refresh in the optimal period, coordinating equipment replacement with over five teams across the world to sustain support for applications and databases while avoiding business impact.
- Aced three major audits of devices and data centres by implementing numerous IT processes in alignment with Ford's exacting standards (including hardware, software, security, license management, and inventory requirements).

#### PREVIOUS EXPERIENCE

FORD MOTOR COMPANY, CAMAÇARI, BAHIA, BRAZIL, SEPTEMBER 2010 TO AUGUST 2013 | **SUPPORT ANALYST**

FORD MOTOR COMPANY, CAMAÇARI, BAHIA, BRAZIL, JULY 2008 TO AUGUST 2010 | **SERVICE DESK ANALYST**

IPX TECHNOLOGY LTDA., CAMAÇARI, BAHIA, BRAZIL, DECEMBER 2005 TO JULY 2008 | **IT TECHNICIAN**

## EDUCATION

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BACHELOR OF SCIENCE (B.Sc.) IN ELECTRICAL AND ELECTRONICS ENGINEERING, 2017; DeVry University, Salvador, BA, Brazil

#### CERTIFICATIONS AND TRAINING

- Google Cloud Certified: Professional Cloud Architect, Google (issued July 2024, expires July 2026)
- Google Cloud Certified: Associate Cloud Engineer, Google (issued February 2024, expires February 2027)
- Microsoft Certified: DevOps Engineer Expert, Microsoft (issued February 2023, expires February 2025)
- AWS Certified Developer – Associate, Amazon Web Services (issued January 2023, expires February 2026)
- AWS Certified Solutions Architect – Associate, Amazon Web Services (issued December 2022, expires December 2025)
- Microsoft Certified: Azure Developer Associate, Microsoft (issued March 2021, expires February 2025)
- Microsoft Certified: Azure Administrator Associate, Microsoft (issued February 2021, expires February 2025)

## AWARDS AND HONOURS

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- Engineering Emmys Award, GLG, 2021
- Engineering Emmys Award, GLG, 2020
- Certificate of Appreciation, Ford Motor Company, 2017
- Ford South America IT Innovation Challenge - Third Place Award, Ford Motor Company, 2017

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- Altran Recognition Certificate, Altran Consultoria em Tecnologia Brasil, December 2016
  - Global IT Operations Reward & Recognition, Ford Motor Company, 2012

### **VOLUNTEERISM**

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- DevOps Engineer, [DreamUp.ai](https://dreamup.ai), April 2023 to Present

### **ADDITIONAL INFORMATION**

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**Languages:** English (fluent), Portuguese (native), Spanish (proficient)

**Technical Proficiencies:**

- **Programming Languages:** Python, JavaScript, PowerShell, Bash
- **Databases:** MSSQL, PostgreSQL, MySQL, MongoDB
- **OS:** Linux (RHEL, Ubuntu, Mint), Windows (Server 2008 to 2016, 7, 10, 11)
- **Technologies:** Amazon Web Services (AWS), Microsoft Azure (Azure AD, Intune, Enterprise Applications, Virtual Machines, etc.), Terraform, Docker, Sumo Logic, Anaconda, VMware, SQL Server Management Studio, PRTG Network Monitor, GitHub Actions, Google Workspace Enterprise

**Interests:** Martial arts, skating