Felipe Aquino Oliverio

AWS SUPPORT ENGINEER

+55 11 99013-6709 - Campinas – São Paulo - Brazil

felipeaquino.it@gmail.com | www.felipe-aquino.cloud | LinkedIn

Professional Summary

Cloud Support Engineer passionate about driving customer success through technical excellence and enabling teams to scale efficiently via communication, automation, and engineering best practices. Skilled in managing large-scale, multi-region AWS environments. My mission is to bridge engineering excellence with cost-effective operations to help teams scale faster, smarter, and securely. I also lead a Cloud/DevOps community (DOUGBR), sharing knowledge and supporting other professionals.

Certifications

- AWS Certified Solutions Architect – Associate
- AWS Certified AI Practitioner
- AWS Certified Cloud Practitioner
- FinOps Certified Practitioner

Professional Experience

AWS Support Engineer

DGS Brasil – Dedalus Group - Nov 2024 – Present

- Support global AWS environments across 12 landing zones and 600+ accounts, resolving complex infrastructure issues across all AWS services.
- Provide multi-channel support (requests, live chat, screen sharing) with a focus on internal and external customer satisfaction.
- Troubleshoot and resolve technical issues regarding infrastructure, DNS, networking, Cloudflare, VPNs, and firewalls.
- Improved daily task efficiency by 25% through Python, Bash, and AI automation tools.
- Delivered infrastructure 40% faster by utilizing Terraform and CloudFormation.
- Created and maintained 50+ technical runbooks and diagrams to foster a strong documentation culture.

AWS Community Lead (Volunteer)

DOUGBR - DevOps User Group Brazil - Jun 2024 – Present

- Lead a vibrant Cloud/DevOps community of +3,000 members, driving engagement through meetups, webinars, and knowledge sharing.
- Mentor professionals transitioning into cloud careers and collaborate on technical content production.

AWS Technical Trainer

Escola da Nuvem - Sept 2023 – Nov 2024

- Trained and supported 180+ students from diverse backgrounds on AWS core services, cloud troubleshooting, and best practices.
- Designed and maintained hands-on labs focused on real-world cloud use cases (EC2, IAM, VPC, S3, Lambda, etc.).
- Collaborated with internal teams to keep training materials aligned with AWS updates and market demands.

Education

Higher Education Degree in Systems Analysis and Development
Universidade São Francisco (USF), Brazil | 2023 – Jun 2026
Advanced Diploma Project Management
Australian Pacific College, Sydney, Australia | 2017 – 2020

Languages

- English - Fluent
- Portuguese -Native

Technical Skills

- **Operating Systems:** Linux, Windows, Mac
- **Cloud (AWS)** Landing Zones, EC2, S3, RDS, VPC, IAM, CloudWatch…
- **Containers & Orchestration:** Kubernetes(EKS, OKD/OpenShift), Docker, Helm, Ingress Controllers.
- **IaC & Automation:** Terraform, CloudFormation, Ansible, Python and Bash.
- **DevSecOps & CI/CD:** AWS CodePipeline, GitHub Actions, Git
- **Secure Networking:** VPN, FortiGate, Cloudflare, Active Directory, Azure EntraID, Azure Defender for Cloud, CrowdStrike, WAF.
- **Observabilidade:** CloudWatch, Datadog, Análise de Logs e Tracing.
- **Metodologias:** Scrum, Kanban, FinOps, DevOps Culture, (ITSM/ServiceNow).

Soft Skills

- **Strategic Communication:** Expert in bridging the gap between technical infrastructure teams and business stakeholders.
- **Ownership:** Strong focus on Root Cause Analysis (RCA) to solve underlying problems rather than just addressing symptoms.
- **Priority Management:** Skilled in organizing competing demands with a strong sense of urgency and business alignment.
- **Cultural Adaptability:** Proven ability to collaborate within global teams, strengthened by 3 years of international living and working experience in Sydney, Australia.

Voluntary Work & Additional Information

- Voluntary Work: AWS Mentor at Escola da Nuvem (2023); Educational support volunteer at ONG Casa Lar.
- Recognition: Recognized in the "Gente que Faz Seara 2023" program for outstanding performance and commitment.
- International Experience: Study and Work Exchange in Sydney, Australia. Developed intercultural communication skills and English fluency while earning a Project Management diploma.