LISBON, PORTUGAL

Marcos Rosse

Site Reliability and Platform Engineer

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SUMMARY

Site Reliability Engineer in Lisbon with six years in DevOps and SRE and six before that as a Linux sysadmin. At Sky I keep streaming applications reliable for services across Europe and the US, including Peacock, SkyShowtime and NOW TV. Before that I built CI/CD and moved banks and telecom operators onto OpenShift. My focus is platform engineering: infrastructure as code, CI/CD, observability and edge delivery, and making releases and traffic peaks routine.

EXPERIENCE

Site Reliability Engineer

Oct 2023 – Present

Sky · Lisbon, Portugal

Comcast NBCUniversal's Global Streaming Technology group, behind Sky UK, Sky Deutschland, Sky Italia, Peacock (US), SkyShowtime and NOW TV. My team sits in the middle: we run on the shared EKS clusters and Akamai CDN owned by other platform teams, and the application teams we support run on what we provide.

- Assessed how a load balancer change by the EKS platform team would affect our edge configuration, and updated origin settings (SNI) across more than 30 Akamai properties ahead of the cutover.
- Wrote a Python Prometheus exporter for GitHub service health (Git operations, Actions, pull requests, issues), with dashboards and alerts, after GitHub outages kept disrupting the team's work.
- Automated credentials for new RDS and DocumentDB instances: admin and user passwords are generated and stored in HashiCorp Vault, and Terragrunt reads them at creation time, so nobody handles a secret by hand.
- Support the applications through releases, incidents and live sports peaks such as NFL games, and share the on-call rotation.
- Own their observability and alerting with Prometheus, Thanos, Grafana and Alertmanager, including SLOs, certificate expiry checks, and alert routing to Slack and incident tooling.
- Manage the Akamai configuration they use: delivery properties, Global Traffic Management (GTM), Cloudlets, WAF security policies and TLS certificates.
- Deploy and run the AWS resources they need as code with Terraform and Terragrunt, maintain the GitHub Actions and Jenkins pipelines onto the shared EKS clusters, scale non-production down outside traffic windows to cut cost, and patch vulnerabilities on hosts and in code.

DevOps Engineer

Aug 2022 – Oct 2023

Velv · Lisbon, Portugal

Consultancy for telecom operators.

- Led the migration of monolithic applications from legacy infrastructure to OpenShift for a telecom operator in the Middle East.
- Helped design its disaster recovery environment.
- Unblocked a stalled Kubernetes upgrade for a European telecom operator.

SKILLS

Containers and Kubernetes
Kubernetes, Amazon EKS, OpenShift, k3s, Helm, Kustomize, Docker

Cloud and edge
AWS, Azure, Akamai (Property Manager, GTM, Cloudlets, WAF, certificates), OpenStack, Hetzner

Infrastructure as code
Terraform, OpenTofu, Terragrunt, Ansible

CI/CD and GitOps
GitHub Actions, GitLab CI, Jenkins, Azure DevOps, Flux CD

Observability
Prometheus, Thanos, Alertmanager, Grafana, Datadog, Elasticsearch, SLIs and SLOs

Security
HashiCorp Vault, SOPS, vulnerability remediation

Languages
Go, Python, Bash

Linux and virtualisation
Ubuntu, RHEL, Incus, XenServer

Managed data services
Amazon Aurora, MongoDB Atlas, Elastic Cloud, Couchbase, Kafka

CERTIFICATIONS

Certified Kubernetes Administrator (CKA)
The Linux Foundation · 2023 (expired)
Show credential

Microsoft Azure Fundamentals (AZ-900)
Microsoft · 2022
Show credential

DevOps Engineer

Mar 2021 – Aug 2022

Avanade · São Paulo, Brazil

Consultancy for a Swiss private bank.

- Moved the bank's workloads from Azure to an on-premises OpenShift platform.
- Standardised CI/CD for more than 50 microservices.
- Built environments as code with Terraform, Helm and Kustomize, and ran the platform's secrets, messaging and data services.
- Mentored development teams on DevOps practices; promoted for the results.

DevOps Engineer

Aug 2019 – Feb 2021

NTT DATA (Everis) · São Paulo, Brazil

Consultancy for one of Brazil's largest banks.

- Automated developer onboarding, from repositories and pipelines to dashboards, monitoring and infrastructure.
- Built CI/CD pipelines for digital banking services.
- Provisioned and maintained API gateways.
- Automated OpenStack provisioning with Terraform for an internal platform as a service.

IT Analyst and Systems Administrator

Aug 2013 – Jul 2019

Brazilian Air Force (São Paulo Support Group) · São Paulo, Brazil

Enlisted IT role during military service.

- Ran Linux servers on XenServer and managed more than 100 Ubuntu desktops with Ansible.
- Set up central logging and monitoring for the unit's network.
- Ran the firewall, web proxy, backups and directory services (LDAP and Samba).

EDUCATION

Bachelor's degree in Computer Science

Jan 2015 – Dec 2018

Universidade Nove de Julho (UNINOVE) · São Paulo, Brazil

LANGUAGES

Portuguese
Native

English
Professional working proficiency

PROJECTS

Built and run in my own time.

Homelab platform — LIVE