

RAUL ANSELMO DOS SANTOS

Technical Support — Backend Developer — Monitoring Specialist

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[LinkedIn: Raul Anselmo](#) | [GitHub: RaulAnselmoDSantos](#) | [Portfolio](#)

Professional Summary

Versatile professional with over 2 years of experience in **technical support**, **backend development**, and **monitoring tools**. Proficient in **IT infrastructure maintenance**, **customer support**, and **on-demand solution implementation**. Enthusiastic about **process automation**, **system optimization**, and **information security**, constantly seeking innovation and excellence in results. Holds **AWS Cloud** certifications and is proficient in **Node.js**, **Java**, **PostgreSQL**, **Linux**, and **Docker**.

Relevant Projects - Repositories are in Portfolio/GitHub

- **Backup Service** (Windows Server, SSH):

Developed and implemented a robust backup solution for clients, utilizing third-party software and configuring **SSH** authentication for secure access. The solution included **firewall** configuration and attack detection/prevention mechanisms, ensuring **data security** and **system integrity**.

Tags: Backup, Security, SSH, Windows Server, Firewall, Authentication, Infrastructure

[Service utilized for Informatica F1 clients](#)

- **Backup Automation** (Java, PowerShell):

Created an efficient automation using **Java** and **PowerShell** scripts to streamline the registration, configuration, and access process for new clients to the backup system. This automation significantly reduced onboarding time and minimized manual errors, optimizing **user management** and **operational efficiency**.

Tags: Automation, Java, PowerShell, Optimization, Scripting, Process Management

[Service utilized by Informatica F1](#)

- **RESTful API** (Node.js, Prisma, PostgreSQL):

Developed a complete **RESTful API** for client data management, using **Node.js** with the **NestJS** framework and **Prisma ORM** for interaction with the **PostgreSQL** database. The API incorporates **JWT (JSON Web Tokens)** authentication to ensure security and access control, demonstrating skills in **backend development**, **API security**, and **data modeling**.

Tags: API RESTful, Node.js, NestJS, Prisma ORM, PostgreSQL, JWT, Backend Development, Data Security

[LinkedIn Post](#)

- **Monitoring** (Zabbix, Grafana, Linux, MySQL):

Implemented a comprehensive **monitoring system** for over 100 pieces of equipment (servers and workstations) for clients. Utilized **Zabbix** for metric collection, **MySQL** for data persistence, and **Grafana** for creating visual dashboards and alerts. This project ensured **system availability**, **proactive problem detection**, and **backup monitoring**.

Tags: Monitoring, Zabbix, Grafana, MySQL, Linux, Dashboards, Alerts, Infrastructure, Observability

[LinkedIn Post](#)

Technical Skills

- **Operating Systems Infrastructure:** **Linux** (Ubuntu, Ubuntu Server), **Windows Server** (Active Directory, GPO), **Networking** (TCP/IP, DNS, DHCP, VPN), **Firewall**, **SSH**, **Mikrotik**, **Load-balancers**, **Virtualization**.
- **Backend Development:** **Node.js**, **NestJS**, **Java**, **JavaScript**, **TypeScript**, **Prisma ORM**, **SQL**.
- **Databases:** **PostgreSQL**, **MySQL**.
- **Tools Platforms:** **Docker**, **Git**, **GitHub**, **Zabbix**, **Grafana**, **PowerShell**, **AWS Cloud** (EC2,

S3, VPC, IAM).

- **Methodologies Practices:** Process Automation, Problem Solving, Technical Support, Information Security, System Monitoring.
- **Languages:** English (B1 - Intermediate), Portuguese (Native).

Professional Experience

JC SANTOS & ABREU LTDA

IT Equipment Maintenance Technician | May. 2024 – Present

- Performed hardware, software, and network diagnostics and troubleshooting, ensuring operational continuity and **system availability**.
- Configured and maintained racks, servers, Mikrotiks, and load-balancers, optimizing **network infrastructure** and **system performance**.
- Provided **on-site and remote technical support** for businesses, including equipment installation and configuration, with a focus on **customer satisfaction**.
- Developed custom systems with a focus on **security** and **scalability** to meet company needs.
- **Led Projects:**
 - Backup Service - JC Santos
 - Backup Automation - JC Santos
 - Monitoring - JC Santos

PUAH Consultoria

Technical Support Analyst | Nov. 2022 – 2023

- Provided **infrastructure technical support**, configuring **Active Directory**, networks, and **Linux** and **Windows** environments.
- Documented processes and created scripts for **recurring task automation**, increasing **operational efficiency** by 15%.
- Managed **Windows Server** (Active Directory) and **Linux** servers, ensuring system stability and **security**.
- Configured networks and generated reports for accountability, ensuring **transparency** and **project control**.

Education

Instituto Federal de Educação, Ciência e Tecnologia de São Paulo (IFSP)

Technology in Systems Analysis and Development | 2022 – 2025 (Currently Enrolled) [Caraguatatuba Campus](#)

Instituto Federal de Educação, Ciência e Tecnologia de São Paulo (IFSP)

Technician in Administration | 2017 – 2018 (Completed) [Caraguatatuba Campus](#)

Influx Business School

English A1 | 2017 (Completed)

Certifications and Courses

- **AWS Certified Solutions Architect – Associate** (2023) [\[View Certificate\]](#)
- **AWS Academy Cloud Foundations** (2022) [\[View Certificate\]](#)
- **Alura:** JavaScript and Node.js Course (2023) [\[View Certificate\]](#)
- **Trybe:** Introductory HTML5 and CSS Course (2022) [\[View Certificate\]](#)