Willian Silvan

Senior Staff Platform Engineer · Site Reliability Engineer (SRE)

São Paulo, Brazil (UTC-3) · Remote · Overlap with US and EU time zones
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SUMMARY

Senior Staff Platform Engineer and SRE with 15+ years building and operating Linux, cloud and Kubernetes platforms for FinTech and payments companies (PagSeguro, Creditas, Loft, CERC). Technical lead of SRE/Platform teams. Hands-on with AWS (Organizations, IAM Identity Center, EKS, ECS) and GCP (GKE), Terraform with Atlantis, GitOps with Helmfile and Argo CD, observability on Datadog, and FinOps across hundreds of cloud accounts. Strong Python automation background; builds and operates own products end to end.

SKILLS

Cloud: AWS (Organizations, IAM Identity Center, EKS, ECS, VPC, CloudWatch), GCP (GKE, Cloud Monitoring, Cloud Logging)

Kubernetes & GitOps: Kubernetes, EKS, GKE, Helm, Helmfile, Argo CD, Kong API Gateway, Docker

IaC & Automation: Terraform, Atlantis, Terragrunt, Ansible, Puppet, Python, Bash, Go, GitHub Actions, CI/CD

Observability & Reliability: Datadog, New Relic, Prometheus, Grafana, CloudWatch, Splunk, Elasticsearch/Kibana, Sentry; SLIs/SLOs, incident management, on-call, runbooks, capacity planning

FinOps: cloud cost visibility, allocation and optimization; GKE compute classes

Messaging & Data: Kafka, RabbitMQ, MongoDB, MySQL, PostgreSQL

EXPERIENCE

Senior Staff Engineer, SRE

Dec 2025 – Present

CERC · Financial market infrastructure · Remote

- Technical lead of the FinOps initiative: architecture and delivery of an internal platform that consolidates resource inventory, cost and utilization metrics across 270+ GCP projects, giving engineering and leadership a single view for cost allocation and optimization.
- Rolled out GKE compute classes across production clusters to standardize node provisioning and workload placement, improving bin-packing and cost efficiency.
- Design and automate GCP infrastructure with Terraform delivered through Atlantis (pull-request plan/apply with review and audit trail) in a regulated environment.
- Operate production workloads on GKE with Cloud Monitoring and Cloud Logging; define SLIs/SLOs, alerting and runbooks for critical services.

Staff Platform Engineer · Tech Lead, SRE/Platform/DevOps

Jul 2024 – Dec 2025

Loft · Proptech / real-estate FinTech · Remote

- Technical leadership of the SRE/Platform/DevOps team: roadmap, architecture decisions, code review and mentoring; alignment with product engineering teams.
- Planned and led the reorganization of the AWS multi-account structure (AWS Organizations): Terraform automation that bootstraps a new account end to end — IAM Identity Center permission sets and access model, networking (VPC) and security baseline — through EKS provisioning and platform bootstrap with Helmfile and Argo CD, including Kong API Gateway.
- Ran all Terraform changes through Atlantis, giving product and platform teams a reviewed, auditable path to infrastructure changes.
- Standardized cluster lifecycle and deployments on EKS with Helmfile + Argo CD; built CI/CD workflows (GitHub Actions) and production tooling; supported incident response and post-mortems.

Senior Platform Engineer, Observability

Jan 2021 – Jul 2024

Creditas · Lending FinTech · Remote

- Led the unification of observability tooling onto Datadog as the single platform for logs, metrics, APM and error tracking — consolidating and retiring an EKK logging stack (Elasticsearch, Kinesis, Kibana), Logentries, Sentry, Rollbar, New Relic and CloudWatch; owned migration plan, dashboard/alerting standards and team enablement.
- Owned monitoring, alerting and dashboards for a high-growth lending platform on AWS (ECS/EKS).
- Built Python automation for monitoring workflows, data extraction and operational tooling, reducing on-call toil.
- Provisioned and managed infrastructure with Terraform, Ansible and Puppet; applied SRE practices (SLIs/SLOs, incident response, post-mortems) to business-critical services.

Senior Site Reliability Engineer / DevOps

Sep 2017 – Jan 2021

PagSeguro UOL · Payments · São Paulo

- Technical lead of the team responsible for the Kafka and RabbitMQ messaging platforms of one of Brazil's largest payment companies: architecture, capacity, upgrades and on-call practices.
- Automated infrastructure provisioning and tuning with Terraform and Ansible; monitoring and log analytics with TICK Stack and Splunk.
- Helped establish DevOps culture and shared on-call between operations and engineering teams.

System Engineer / DevOps (Junior → Mid)

Dec 2014 – Sep 2017

PagSeguro UOL · Payments · São Paulo

- Second-level incident response and capacity planning for production; HA Linux stacks (Nginx, Apache, Tomcat, JBoss, Jetty, Mesos/Marathon, Docker).
- Configuration management with Puppet and Ansible; monitoring scripts in Python and shell; Zabbix, Sensu, Grafana, Splunk.

UOL — Trainee System Administrator · Sep 2013 – Dec 2014 · Incident triage (Nagios, Zabbix), Linux and web server administration.
Locaweb — Linux Support / Operations Analyst / System Administrator · Aug 2009 – Sep 2013 · Hosting, cloud servers, MySQL/PostgreSQL, web application troubleshooting.

PROJECTS

XploreNetHub — xplorenethub.com · Browser-based network toolkit (DNS, WHOIS, SSL checker, 30+ tools) with REST API and programmatic SEO. Built and operated end to end: Vercel, CI/CD, monitoring, IndexNow.

EDUCATION

Bachelor of Technology (BTech), Computer Software Engineering — Unicesumar · 2018 – 2022

LANGUAGES

Portuguese — Native · English — Professional working proficiency