



Filipe Galo

Site Reliability Engineer

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SUMMARY

Site Reliability Engineer with 7+ years in DevOps and SRE, currently at GoCardless. I build and run cloud infrastructure on Kubernetes (GKE, EKS, ECS) and Terraform, with CI/CD, GitOps and observability that let teams ship safely. I've led migrations from manual, click-ops estates to infrastructure as code, including 150+ SaaS tenants moved into a multi-account AWS setup and a full move from EC2 to EKS, cutting manual work and deployment risk along the way.

EXPERIENCE • 12 YRS 10 MOS



GoCardless

Site Reliability Engineer

Nov 2025 – Present • 1 yr

Lisbon, Portugal • Remote

- › Operate the Kubernetes (GKE) clusters behind mission-critical payment infrastructure, keeping them highly available and performant.
- › Automate and maintain GCP infrastructure with Terraform.
- › Respond to and troubleshoot incidents, and contribute to post-mortem analysis.
- › Support observability initiatives with Prometheus, Grafana and distributed tracing.
- › Partner with engineering teams on reliability improvements and system design.

Kubernetes GCP Terraform Docker Python Go GitHub Actions Prometheus Grafana

Altium Altium

DevOps Engineer

Mar 2024 – Nov 2025 • 1 yr 9 mos

Lisbon, Portugal • Remote

- › Led the infrastructure transformation that followed Altium's acquisition of Valispace, covering tenant migration and Kubernetes adoption.
- › Migrated 150+ single-tenant SaaS customers from a legacy AWS account into a consolidated multi-account setup.
- › Built reusable Terraform modules for standardised tenant provisioning and automated the migration workflows, reducing manual work and risk.
- › Moved workloads from EC2 to EKS, speeding up deployments and enabling zero-downtime rollbacks.
- › Wrote Helm charts and Helmfile configuration for 30+ microservices, standardising how they deploy.
- › Built and maintained Jenkins and GitHub Actions pipelines and introduced GitOps workflows with a clear audit trail.

Kubernetes EKS Terraform Helm Helmfile Jenkins GitHub Actions Docker Python Bash Django OpenSearch

AWS



Valispace

DevOps Engineer

Oct 2022 – Mar 2024 • 1 yr 6 mos

Lisbon, Portugal • On-site

- › Moved the entire AWS account from manual configuration to Terraform, bringing VPC, EC2, RDS, S3 and security groups under version control.
- › Developed reusable Terraform modules for consistent environment provisioning.
- › Replaced legacy EC2 hosts with ECS-based services for the Django application, improving scalability and deployment flexibility.
- › Built GitHub Actions pipelines for Docker builds, security scanning and deployments.

› Created install and upgrade tooling for on-premise Valispace deployments in customers' secure environments, cutting their implementation time.

AWS Terraform ECS Docker GitHub Actions Python Bash Django OpenSearch Linux

 **Mercedes-Benz.io**

Feb 2019 – Oct 2022 · 3 yrs 9 mos

Site Reliability Engineer

Lisbon, Portugal · On-site

Nov 2021 – Oct 2022 · 1 yr

- › Rolled out Datadog monitoring for Mercedes-Benz global e-commerce platforms, integrated with the existing Kubernetes and Docker infrastructure.
- › Designed dashboards tracking application performance, infrastructure health and key business metrics.
- › Worked with development teams on performance analysis and optimisation.
- › Took part in the on-call rotation and applied SRE practices: SLIs, SLOs and incident management.

Kubernetes Docker Datadog Jenkins Zabbix Spring Boot Linux Bash

Support Engineer, Digital Commerce

Feb 2019 – Nov 2021 · 2 yrs 10 mos

Lisbon, Portugal / Stuttgart, Germany · On-site

- › Provided second-level support for all Mercedes-Benz e-commerce platforms, escalating complex cases to product teams.
- › Kept the bare-metal servers behind the platform healthy and performant.
- › Contributed to the release process and coordinated incident response to minimise downtime.

Docker Kubernetes Zabbix Datadog Jenkins Linux

 **BNP Paribas Securities Services**

Apr 2018 – Jan 2019 · 10 mos

Application Support

Lisbon, Portugal · On-site

- › Provided second-line support for a banking application used by clients for reporting and online transactions.
- › Analysed SQL procedures to troubleshoot bank-file integrations and monitored database loads.
- › Acted as Incident Manager, coordinating responses to high-impact issues.

SQL Linux Git

 **Fnac**

Jan 2014 – Apr 2018 · 4 yrs 4 mos

IT Helpdesk Technician

Lisbon, Portugal · On-site

- › Supported headquarters and 20+ retail stores, remotely and on site.
- › Managed server racks and maintained infrastructure.

Windows Server Active Directory

SKILLS

Cloud	 AWS  GCP
Containers & Orchestration	 Kubernetes  Docker EKS / GKE / ECS Helm & Helmfile
Infrastructure as Code	 Terraform  Ansible
CI/CD & GitOps	 GitHub Actions  Jenkins  ArgoCD
Languages & Scripting	 Python  Go  Bash
Observability	 Grafana Prometheus Datadog  Elasticsearch  Kibana  New Relic Sentry

CERTIFICATIONS



AWS Certified Solutions Architect – Associate

Amazon Web Services · Apr 2025 · [Verify](#)

COURSES

DevOps Project: CI/CD with Jenkins, Ansible & Kubernetes · Udemy	Jun 2022
Build a Website with HTML, CSS, and GitHub Pages · Codecademy	Jan 2022
Vue – The Complete Guide · Udemy	Dec 2021
AWS Technical Essentials · tecRacer Group	Oct 2021
Architecting on AWS · tecRacer Group	Oct 2021
Build Python Web Apps with Flask · Codecademy	Dec 2020
Learn Bash Scripting · Codecademy	Nov 2020
Kubernetes Fundamentals (LFS258) · The Linux Foundation	Sep 2020
Docker Mastery: with Kubernetes + Swarm · Udemy	Apr 2020
Introduction to SAP Hybris · Udemy	Feb 2019
C# Basics for Beginners · Udemy	Feb 2018
C# Intermediate: Classes, Interfaces and OOP · Udemy	Feb 2018
The Complete Oracle SQL Certification Course · Udemy	Feb 2018
Android Development – Build 15 Apps · Udemy	Oct 2017

EDUCATION

Bachelor's Degree in Computer Engineering	2016 – 2017
Universidade Europeia · To be completed	
Professional Certificate, Computer Systems Management and Programming Technician	2010 – 2013
Escola Secundária Gago Coutinho · Final grade: 16/20	