Renata Silva | Resume

Site Reliability Engineer

Status: MSc Computer Science, Site Reliability Engineer
Fields: Infrastructure, Observability, Incident Response
Techs: Go, Kubernetes, Prometheus, Terraform, Postgres
Activities: Open source, Rock climbing, Homelab tinkering

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Summary

Site reliability engineer with seven years running infrastructure for consumer-facing services at scale. Currently on the platform team at Feedzai, owning the on-call rotation and incident-response process for the company's fraud-detection API.

Experience

Senior Site Reliability Engineer - Feedzai — 2022 - present

· Rebuilt the alerting pipeline on Prometheus and Alertmanager, cutting alert-fatigue tickets by 40%
· Own the incident-response runbook and lead the monthly game-day exercises

Site Reliability Engineer - Talkdesk — 2019 - 2022

· Migrated the call-routing service from EC2 to Kubernetes with zero customer-facing downtime
· Built the team's first SLO dashboard, now used across four engineering teams

DevOps Engineer - Farfetch — 2017 - 2019

· Automated the deployment pipeline for the checkout service, reducing release time from 45 to 6 minutes
· Introduced infrastructure-as-code with Terraform for the payments team's AWS accounts

Education

Graduated as MSc Computer Science - University of Lisbon — 2017

· Thesis: Adaptive Load Shedding for Multi-Tenant Message Queues
· Coursework in distributed systems, database internals and network security

BSc Computer Science - University of Lisbon — 2013 - 2017

· Core coursework in algorithms, operating systems and computer networks