

Gabriel Cavalli Paduch

Technical Support Engineer | Linux & Containers

Kubernetes · Production Operations · Troubleshooting · Automation

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Professional Summary

IT professional with 9+ years of experience in technical support, Linux infrastructure, containerized environments, software development and automation, including 4+ years in dedicated IT support roles.

Experienced in troubleshooting production systems, diagnosing infrastructure and application failures, supporting customers and maintaining self-hosted services. Daily hands-on experience operating production Kubernetes environments, with a strong background in Linux, Docker, networking, monitoring and automation.

Founder of Next Develop, responsible for technical operations, deployments, incident resolution and ongoing support of business applications.

Core Skills

Support & troubleshooting: Customer-facing technical support, remote diagnosis, incident investigation, issue reproduction, root cause analysis, regression testing and operational documentation.

Kubernetes & containerization: Daily hands-on production Kubernetes operations, containerized service deployment and troubleshooting; Docker and Docker Compose.

Linux & service operations: Linux administration, VPS management, Nginx, Traefik, service health checks, incident recovery and production troubleshooting.

Infrastructure & observability: Networking, VLANs, reverse proxies, AWS, Proxmox, Zabbix; project tooling with Prometheus, Grafana, Loki and Alertmanager.

Automation & tooling: Go, Python, shell scripts, REST APIs, webhooks, PostgreSQL, Redis, resilient background jobs and CI workflows.

Professional Experience

Founder & Tech Lead — Next Develop

2024–Present

- Own technical operations, deployments, incident resolution and ongoing customer support for self-hosted business applications and API services on Linux infrastructure.
- Operate production Kubernetes environments as part of daily work, maintaining containerized services and investigating workload and configuration issues.
- Develop, deploy and maintain containerized applications and API services with health checks, monitoring, automated restart policies and resilient background processing.
- Diagnosed and recovered a database startup failure after a VPS reboot by correcting the container restart policy and validating API/database readiness; added configuration checks to prevent recurrence.
- Reproduced and fixed webhook connection-state mismatches, with regression tests for reconnects, duplicate events, invalid signatures and intentionally disabled channels.
- Build support and monitoring tools for ticket handling, incident tracking, HTTP availability, connection state, latency and integration errors; document diagnosis and recovery procedures.

Professional Experience — Continued

Technical Head — CRM & Automation Company

Sep 2024–Jun 2025

- Led technical delivery across automation, generative AI and REST/GraphQL integrations for multiple clients, combining team coordination with hands-on implementation.
- Maintained Linux and container-based infrastructure, investigated integration and service issues, and translated operational requirements into technical solutions.

IT Instructor — RTI Cursos

Apr 2022–Oct 2025 · Concurrent role

- Taught networking, servers, Hyper-V, Windows Server 2022 and IT fundamentals through practical instruction for children and adults; explained technical concepts to learners with different experience levels.

Systems Development Analyst — Indaiá Eventos

Jun 2024–Sep 2024

- Developed React interfaces, Python automations and chatbot/AI solutions, and supported cloud infrastructure for event and customer-service operations.

Full Stack Developer — Lobsystem

Jul 2023–May 2024

- Built web applications and data integrations with Next.js, React, Python and PHP; worked with AWS, Proxmox and Zabbix on deployment, infrastructure and monitoring.

Junior Infrastructure Analyst — EMBRAED Empreendimentos

May 2022–Jun 2023

- Managed corporate networks, VLANs and Group Policy; created Python scripts for file recovery and supported workstation provisioning with WDS/MDT.

IT Support Technician — Philozon

Sep 2021–Dec 2021

- Supported local IT infrastructure, including servers, networks and camera systems; diagnosed hardware, software and connectivity issues.

Technical Support Agent — Videosoft

Sep 2019–Sep 2021

- Provided remote customer support for embedded Linux/Windows systems and thermal printers, troubleshooting application, peripheral and operating-system problems.

IT Technician — Liceu Catarinense

Jul 2017–Jul 2019

- Maintained school systems and networks, supported end users, and resolved hardware and software issues in day-to-day school operations.

Education & Professional Development

- Undergraduate coursework in Computing — UniCesumar, 2018–2020 (degree not completed).
- Technical course in Electrotechnics — SESI PR, 2013–2016.
- Additional training: Docker, Kubernetes, API development, AWS cloud computing (RR Starter / RR Expert), Active Directory and IT governance.

Languages

Portuguese: Native.

English: Strong listening comprehension; conversational speaking skills in development.