Christopher Guerra

Cloud Operations Analyst, Linux Hosting (L2/L3)

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Open to opportunities · remote only

Summary

I look after Linux cloud servers in production: high-traffic news portals, e-commerce stores, WordPress sites and Django and Laravel applications. I find the root cause, fix it at the infrastructure level and document what I learned for the team.

Through the companies I worked for, I supported environments for Metrô de São Paulo, TOTVS, GSuplementos, Coelho da Fonseca, Atlas (elevators), SODIMAC and other large companies.

Skills

Systems: Linux (Ubuntu/Debian), SSH via bastion, systemd, cron, apt

Web: nginx, LiteSpeed, uWSGI, PHP-FPM, PM2

Databases: MySQL/MariaDB, PostgreSQL, Redis, SQLite

Applications: WordPress, Django, Laravel, Next.js

Email: Exim, Dovecot, Roundcube

Infrastructure: Puppet, restic, Certbot/SSL, CDN Fastly, Cloudflare, Linode/Akamai, Hestia, Docker

Search and analytics: SEO técnico, dados estruturados, Search Console, Google Analytics 4, Bing Webmaster

Tools: Sistemas de ticket, Git/GitHub, automação com IA (Claude Code)

Experience

Cloud Operations Analyst, Linux Hosting (L2/L3) · **Configr / Cloudez** 2024 to present

- Diagnosed production incidents (500/502 errors, slowness, full disks, stuck email, database failures) by correlating nginx, LiteSpeed, uWSGI, PHP-FPM, Exim and Dovecot logs.
- Ongoing care of news portals: traffic spike analysis, blocking bots and scrapers without affecting Googlebot, cache and CDN tuning (Fastly).
- Migrated MySQL/MariaDB databases between servers, solving version incompatibilities.
- Recovered services taken down by full disks and documented recurring patterns, such as orphan swap files left by backup routines (restic).
- Removed WordPress malware and responded to compromised servers: identifying the malicious kit, cleaning up and guiding the client.
- Troubleshot PostgreSQL for Django applications, such as out-of-sync sequences causing duplicate keys, recommending the fix to the client's developer.
- Issued and renewed SSL certificates (Certbot) for web and email, with cron-based automation.
- Ran configuration management operations (Puppet): manual full changes and apt lock resolution.
- Built and maintain a knowledge base of recurring patterns, incident reports, changelogs and per-client dossiers, cutting diagnosis time on repeat cases.
- Use AI (Claude Code) in operations: SSH diagnostic automation, documentation and technical replies.

Founder · **Suporte Digital** 2025 to present

- Build and run my own multi-tenant SaaS products in production (Booking Barber and Vou Agendar) with Next.js, Prisma, MySQL and Mercado Pago.
- Plix TV: web player and native Android app (Kotlin) published on Google Play.
- WordPress election results plugin using official TSE (Brazilian Electoral Court) data, used by a news portal.
- WordPress sites with custom themes and fully customized admin panels, from login to dashboard.
- Own infrastructure: Linode servers with Hestia, Ubuntu with nginx and PM2, DNS and rules through the Cloudflare API, branded transactional email, backups and migrations.

- Search visibility: technical SEO, structured data, Search Console, GA4 and Bing integrated via API, Google Business Profile and automated Open Graph audits.
- Automation and AI: weekly metrics collection through the Meta, Search Console and GA4 APIs, a WhatsApp support agent and code-generated videos.

Systems Support Analyst · Infinite Cloud Computing 2021 to 2024

- Technical support for customers on hosting and cloud services.
- Monitored and maintained critical Linux server infrastructure, ensuring system continuity and security.
- Improved support and problem-resolution processes.

Independent IT Consultant 2018 to 2021

- Ongoing consulting for Guia de Motéis, a client I had supported since Locaweb.
- Helped companies with servers, hosting, email and websites.

Co-founder · Magna Solutions 2015 to 2017

IT solutions company founded after leaving Locaweb.

IT Management Process Analyst · Locaweb 2013 to 2015

- End-to-end incident (INC) and problem (PRB) management.
- Coordinated the right teams for each case, from escalation to closure.
- Helped propose action plans and permanent fixes.
- Monitored and ensured SLA compliance.

L2 Support Analyst · Locaweb 2011 to 2013

- Technical support for hosting and internet service customers.
- Configuration and troubleshooting on Windows (2003/2008) and Linux CentOS servers, over FTP and SSH.
- Diagnosed and solved issues on servers and web services.

Information Security Analyst · Alerta Security Solutions 2011

- Configured and troubleshot client firewalls.
- Built the corporate monitoring environment with Zabbix, tracking anomalies with each client.
- Monitored client networks such as Metrô de São Paulo, Atlas and TOTVS.
- Earned the SonicWall CSSA certification during this period.

L1 and L2 Support Analyst · Locaweb 2009 to 2011

- L1: phone support and guidance on common customer questions, following standard procedures.
- L2 from May 2010.

Education

Full Stack Development, Universidade Cruzeiro do Sul (In progress)

Courses and certifications

Shell Scripting: from basics to professional (Udemy, 2022) · Microsoft 365 Fundamentals (MS-900) (KaSolution, 2021) · Brazilian General Data Protection Law (LGPD) (Senac, 2020) · ITIL Foundation (Portal do Treinamento, 2013) · Linux Foundation (4Linux, 2011) · SonicWall CSSA (Certified SonicWall Security Administrator) (Alerta Security Solutions, 2011) · Career Essentials in System Administration (Microsoft e LinkedIn, 2024) · Prompt Engineering (Udemy, 2026) · Prompt Engineering: using AI for healthy productivity (LinkedIn Learning, 2026) · AI Agents on WhatsApp with N8N and Evolution API (Udemy, 2025)

Languages

Portuguese: native · English: intermediate, fluent technical reading and writing · Spanish: basic