Amanda Ferreira Gusmão

Software Engineer · Observability & DevOps

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SUMMARY

Software engineer specialized in **observability**, working at **Bradesco** — one of Brazil's largest banks — since 2022, monitoring systems and business-critical journeys such as PIX instant payments. Hands-on experience with **Grafana** (Mimir, Loki, PromQL/LogQL), **OpenTelemetry**, **Dynatrace** and Datadog, plus DevOps practices: CI/CD, infrastructure as code, containers and Kubernetes/OpenShift. Postgraduate degree in DevOps & Continuous Software Engineering (PUC Minas) and a background in civil and environmental engineering, which shaped an analytical, process-oriented mindset. Author of articles on observability and monitoring platform modernization at the Bradesco Tech Blog.

EXPERIENCE

Software Engineer I — Observability & DevOps

Jan 2025 — Present

Banco Bradesco S.A. · São Paulo, Brazil

- Member of the team that owns the dashboard and business-monitoring platform, tracking the health of critical journeys such as PIX instant payments through metrics, logs and traces.
- Contributing to the migration from a legacy monitoring platform (DAM) to **Grafana**, with metrics emitted by the applications themselves through **OpenTelemetry** and stored in **Mimir** — removing the Kafka collectors, SQL consolidation jobs and intermediate databases that caused most incidents.
- Build and evolve dashboards and alerts, tuning thresholds to cut false positives and restore trust in the indicators.
- Support business teams and the Command Center with metric modeling and observability best practices, so they can own their own monitoring.
- Exploring AI applied to observability, such as assistants that build dashboards from natural language.

Junior IT Infrastructure Analyst — Observability

Jul 2022 — Jan 2025

Banco Bradesco S.A. · São Paulo, Brazil

- Detected issues and continuously improved monitoring dashboards on the observability team.
- Analyzed monitoring data (Dynatrace, Grafana) to find bottlenecks and suggest performance fixes, logging and following up incidents in ServiceNow.

TECHNICAL SKILLS

Observability	Grafana, Mimir, Prometheus/PromQL, Loki/LogQL, OpenTelemetry, Dynatrace, Datadog, dashboards and alerting
DevOps & Cloud	Git/GitHub, GitHub Actions, CI/CD, Docker, Kubernetes, Red Hat OpenShift, Terraform, Ansible, Azure, GitOps
Languages	Python, JavaScript/TypeScript, SQL, HTML/CSS
Practices	Incident management (ServiceNow), root cause analysis, AI applied to observability, automated testing, Scrum and Kanban

CERTIFICATIONS & BADGES

Grafana Labs	Explorer Technical Practitioner · Trailblazer Technical Practitioner · PromQL Zero to Hero · LogQL Zero to Hero · Dashboard Design & Visual Storytelling · Observability Signals Foundations · GROT Groundbreaker	2025–2026
Dynatrace	Dynatrace Essentials	2026
Datadog	Agent Observability: Metrics & Traces Learning Path	2026
Red Hat	OpenShift Administration I, II and III (DO180, DO280, DO380) · Python Programming with Red Hat (AD141)	2025
The Linux Foundation	LFS148: Getting Started with OpenTelemetry · LFS169: Introduction to GitOps	2025

EDUCATION

Postgraduate degree in DevOps & Continuous Software Engineering — PUC Minas 2024 — 2025

Front-End Development & UX Bootcamp — Laboratoria (SAP007 cohort) 2022

Teaching degree in Geosciences and Environmental Education (not completed) — University of São Paulo (USP) 2021 — 2024

Postgraduate degree in Occupational Safety and Environmental Management — Faveni 2018 — 2019

B.Eng. in Civil Engineering and Environmental Engineering — Universidade Vale do Rio Doce (UNIVALE) 2012 — 2016

PROJECTS

Grafana Chat Assistant. Grafana app plugin (TypeScript/React) with an AI assistant that builds dashboards from natural language; Node.js backend integrated with the Grafana API and a lab with OpenTelemetry Collector, Prometheus and Docker Compose.

Sobrália Digital Library. Web system for the public library of Sobrália (MG, Brazil): catalog, loans with camera-based ISBN and QR code scanning, courses and digital library cards. TypeScript + Supabase, at zero hosting cost.

Kubernetes & IaC (PUC Minas). Flask application orchestrated on Kubernetes (Deployments, Services, HPA, PVC) and a pipeline with Terraform, Ansible and GitHub Actions provisioning infrastructure on Azure.

PUBLICATIONS

“From legacy to autonomy: the journey to Grafana” — Bradesco Tech Blog · Oct 2026 (in Portuguese)

“The importance of dashboards in monitoring and observability of modern systems” — Bradesco Tech Blog · Aug 2025 (in Portuguese)

PREVIOUS EXPERIENCE (ENGINEERING)

Civil & Environmental Engineer (self-employed) · Amanda Gusmão Engenharia e Consultoria, São Paulo, Brazil 2021 — 2022
Own consultancy: property regularization, technical reports and inspections, construction management, Rural Environmental Registry (CAR) and environmental licensing.

Civil Engineer · RCN Soluções Imobiliárias, São Paulo, Brazil 2020 — 2021
Led the engineering department, focused on property regularization and environmental licensing.

School Administration Agent · São Paulo State Department of Education, São Paulo, Brazil 2019 — 2020
Served the school community, provided administrative support and organized internal processes.

Environmental Engineering Intern · Antares Engenharia e Consultoria Ambiental, Governador Valadares, Brazil 2015
Supported environmental liability programs and technical consulting projects.

Civil Engineering Intern · Construtora Cherem, Governador Valadares, Brazil 2014 — 2015
Construction of three affordable-housing residential buildings: site logs, service inspection forms, on-site supervision and organization of execution processes.

Engineering Intern · Universidade Vale do Rio Doce (SEPLAM), Governador Valadares, Brazil 2014
AutoCAD projects, regularization of university facilities and planning spreadsheets.

Middle School Math Teacher · E.E. Professora Ondina Pinto de Almeida, Brazil 2012
Taught mathematics to middle school students.

LANGUAGES

Portuguese — native · English — intermediate