

JÉSSICA CARNEIRO

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DevOps Engineer | SRE | Backend Software Engineer

Professional Summary

- Infrastructure engineer with a strong software background and 7+ years of experience building and operating scalable, high-availability distributed systems.
- Hands-on experience owning cloud infrastructure on AWS, Infrastructure as Code with Terraform/Terragrunt, and container orchestration with Kubernetes and Docker.
- Designed and standardized observability stacks (Datadog, New Relic), build and own CI/CD tooling, and drive automation to eliminate operational toil.
- Track record of improving system reliability and empowering engineering teams through shared platform tooling, best practices, and operational excellence.

Technical Skills

Languages: Java, Kotlin, Python, Bash, TypeScript, JavaScript, C#

Frameworks & Tools: Spring Boot, Quarkus, Ktor, Django, Fastify, FastAPI, Flask, NodeJS, GraphQL

Cloud & Infra: AWS (EKS, SQS/SNS, ALB/NLB, VPC, S3, AuroraDB), Terraform, Terragrunt, Docker, Kubernetes, ArgoCD, GitOps

CI/CD: CircleCI, GitHub Actions, Azure DevOps, Jenkins, GoCD

Messaging & Observability: AWS SQS/SNS, Datadog, New Relic, Kafka

Databases: PostgreSQL, Redis, MySQL, MongoDB

Professional Experience

Navalia

Jul 2025 – Present

DevOps Engineer — Platform Team

- Own and evolve the platform build and deploy tooling used by all engineering teams, ensuring consistent and reliable infrastructure provisioning.
- Author Bash scripts to automate repetitive tasks (e.g., config generation), reducing manual errors and engineering toil.
- Apply GitOps principles to manage infrastructure and application state across EKS clusters, following and establishing AWS infrastructure best practices.
- **Key Achievements**
 - ▷ Improved pipeline error feedback for developers, significantly reducing debugging time.
 - ▷ Strengthened security checks in CI/CD pipelines across the platform.

Shippo

Oct 2024 – Apr 2025

Software Engineer — Labels Team

- Developed and maintained backend services in Python/Django for shipping label generation across multiple carriers.
- Integrated new shipping carriers via REST APIs, expanding platform coverage.
- Contributed to performance, resilience, and scalability improvements in label processing systems.
- Authored Terraform modules to provision and manage cloud monitoring alerts, enabling self-service observability for engineering teams.
- Designed and built New Relic dashboards to standardize the observability story for distributed label processing services, improving incident response time.

Navalia

Jan 2023 – Oct 2024

Senior Consultant Software Engineer

- Led backend development on large-scale microservices projects using Kotlin and Typescript.
- Implemented CI/CD pipelines with CircleCI; automated infrastructure with Terraform and Terragrunt.
- Drove asynchronous messaging at scale via SQS/SNS across distributed microservices; standardized application monitoring with Datadog..
- Championed DevOps best practices adoption within the team.

Hotmart

Nov 2021 – Jan 2023

Back-end Developer

- Built REST APIs with Java and Spring Boot, focusing on high availability and scalability.

- Worked within agile squads (Scrum/Kanban) with strong emphasis on test automation and continuous improvement.

Gympass

Aug 2021 – Nov 2021

Backend Engineer

- Developed backend services using Kotlin, Spring Boot, TypeScript, NodeJS, GraphQL, PostgreSQL, ArgoCD, and Kubernetes.

ThoughtWorks

Mar 2020 – Jul 2021

Consultant Software Developer

- Contributed to digital transformation projects, building microservices in Java and Kotlin.
- Completed ThoughtWorks University, an intensive program in agile practices, software engineering, and modern infrastructure.
- Implemented CI/CD pipelines with Azure DevOps, ensuring code quality, test coverage, and automated deployments.
- Collaborated with international clients to deliver resilient, scalable solutions.

Blip

Jun 2019 – Jan 2020

Software Engineer

- Developed chatbot solutions on the Blip platform using C# and .NET, delivering conversational experiences for clients.
- Collaborated with product and design teams via Azure DevOps, contributing to continuous delivery of chatbot features.
- Built front-end integrations using JavaScript to connect chatbot flows with web-based interfaces.

UFMG — Computer Science Department

May 2017 – May 2018

Undergraduate Research Intern

- Conducted research on security protocols for IoT, focusing on federated identity management and post-quantum cryptography.
- Co-designed and implemented FLAT (Federated Lightweight Authentication of Things), a novel authentication protocol for resource-constrained IoT devices, achieving a 31% reduction in data exchange overhead vs. baseline solutions.
- Prototyped and validated FLAT on Arduino hardware, demonstrating feasibility on devices with minimal computational resources.
- Co-authored two peer-reviewed publications: a conference paper (SBSEg 2019) and a journal article (*Ad Hoc Networks*, Elsevier, 2020).

CI&T

Feb 2017 – May 2017

Software Engineer Intern

- Completed structured training in Java, TDD, HTML, CSS, and JavaScript.
- Contributed to internal web projects using Python, Angular, and Google Cloud Platform (GCP).

Education

B.Sc. in Computer Science — UFMG (Federal University of Minas Gerais)

2018

Exchange Program — SUNY Old Westbury, New York, USA (Science without Borders)

2015–2016

Publications

Santos, M.L.B.A., **Carneiro, J.C.**, et al. “FLAT: Federated Lightweight Authentication for the Internet of Things.” *Ad Hoc Networks*, Elsevier, 2020.

Santos, M.L.B.A., **Carneiro, J.C.**, et al. “A Federated Lightweight Authentication Protocol for the Internet of Things.” *Brazilian Symposium on Information and Computational Systems Security (SBSEg)*, 2019.