ENGINEERING & TECHNOLOGY OPERATIONS LEADER

JOÃO PEDRO ALBERNAZ

Infrastructure · Networks · Reliability · Mission-Critical Systems

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PROFESSIONAL SUMMARY

Engineering and technology operations leader with experience leading technical support, carrier networks, datacenters and managed infrastructure. Progressed from hands-on engineering and founder roles into people and operational leadership. Builds measurable teams, improves reliability and keeps leadership decisions grounded in system behavior, customer risk and operating data. Technical depth includes routing and switching, BGP/MPLS, optical transport, broadband access, SIP/VoIP, Linux, Windows Server and cloud/hybrid infrastructure.

CORE COMPETENCIES

Engineering management · Technology operations · Infrastructure & network operations · KPI design & executive reporting · Hiring & team development · Reliability & observability · Incident and problem management · Vendor, carrier & partner management · Budgeting & capital planning · Strategic account recovery · AI applied to operations

PROFESSIONAL EXPERIENCE

Manager, Technical Support

Jan 2026 - Present

SecureLogix · San Antonio, Texas

- Lead technical support for voice-security platforms serving Fortune 100 enterprises, national healthcare systems and federal customers; own operating performance, hiring, strategic escalations and partner support governance.
- Built the department's first KPI framework and delivered executive reporting within 30 business days; cleared the inherited backlog and achieved median resolution below two days in the first reporting period.
- Designed a production monitoring and alerting capability for a large regulated environment, combining automated health checks, dashboards, failover detection and documented operational handoff.
- Ramped new engineers into independent enterprise upgrade work through structured onboarding, shared runbooks, site-acceptance checks and a weekly knowledge-transfer forum.
- Use AI for diagnostics and documentation, and have modernized legacy support utilities into internal web tools with human review and clear data controls.
- Lead strategic-account recovery, POCs, RFPs, renewals and complex protocol-level escalations across engineering, sales, product, partners and customer teams; define clearer support entitlements and after-hours escalation boundaries.

Senior Technical Support Engineer

Jan 2022 - Jan 2026

SecureLogix · San Antonio, Texas

- Served as technical contact for major banking, aviation, healthcare, legal and federal environments, delivering incident and root-cause briefings to customer leaders.
- Drove multi-week escalations to definitive root cause through SIP and packet-capture analysis, lab reproduction and evidence-based coordination with product engineering and vendors.
- Led enterprise upgrades, vulnerability response, datacenter rollover and interoperability work across Cisco CUCM/CUBE, AudioCodes and TelcoBridges; built support knowledge and coached engineers on packet analysis and escalation discipline.

Technical Support Engineer

Jul 2019 - Dec 2021

SecureLogix · San Antonio, Texas

- Provided Tier 2 support for enterprise voice-security platforms: SIP/RTP troubleshooting, Windows and Linux deployments, Oracle/SQL diagnostics, lab reproduction and 24/7 on-call response.

Founder & Principal Consultant

2018 - Present

Wise IT · Select, non-competing engagements

- Advise SMEs, ISPs and service providers on infrastructure risk, architecture, investment decisions, migrations and operating standards across datacenter, network, voice and cloud environments.
- Plan and execute complex changes with explicit validation, rollback, documentation and knowledge transfer.

Headend Engineer
Jan 2019 - Jul 2019

Charter Communications · San Antonio, Texas

- Maintained and troubleshot 24/7 headend and hub infrastructure spanning CMTS/DOCSIS, optical transport, off-air and satellite feeds, and related routing and switching under formal change control.

Field Engineer
Sep 2018 - Dec 2018

Charter Communications · Garden Grove, California

Co-Founder & CTO, Telecommunications & Networks
2016 - 2018

Regional wireless ISP · Orange County, California

- Designed a greenfield carrier network across two datacenters, eight towers, 26 aggregation sites and 55 points of presence, with OSPF/MPLS metro routing and BGP connectivity to three upstream carriers.
- Scaled the operation to more than 500 paying business and residential customers; hired and led the technical organization and owned carrier, regulatory, vendor and capital-planning obligations.

Co-Founder, CIO & Senior Systems Engineer
2016 - 2018

Server ISP · Managed services

- Co-founded an MSP, defined its service portfolio and delivery standards, designed Windows Server and Linux infrastructure across dozens of client environments, and built the internal technical team.

Earlier leadership: Volunteer IT Director, Next Up Foundation (2015 - 2018) · IT Director, KTM (2015 - 2016)

SELECTED ACHIEVEMENTS

- **Upgrade risk control:** isolated a release defect and paused a high-profile upgrade before the issue reached production.
- **Fleet security recovery:** reproduced an endpoint-security conflict in a clean lab, rejected an unsafe downgrade and led overnight remediation across 14 customer appliances.
- **Three-datacenter routing diagnosis:** correlated ENUM traffic across Texas, Virginia and Arizona and traced intermittent failures to upstream health-check behavior.
- **Field defect and correction path:** isolated recurring disk exhaustion to a diagnostic process, documented field diagnosis and workaround, and proposed a permanent product correction.
- **Enterprise reliability:** identified and eliminated the cause of more than 100 daily outages affecting a SIP trunking platform.

TECHNICAL EXPERTISE

Network & carrier: Cisco routing and switching, BGP, OSPF, IS-IS, MPLS/VPLS, VRF, QoS, Metro Ethernet, DWDM/CWDM, datacenter interconnects and firewalls

Voice & communications: VoIP, SIP/RTP, SBCs, Cisco CUCM/CUBE, Asterisk/FreePBX, Avaya, 3CX, TDM/PRI, ENUM/NAPTR and voice-security platforms

Access & cable: GPON/XGS-PON, CMTS/DOCSIS, xDSL, RF systems, licensed and unlicensed microwave backhaul

Systems & cloud: Linux (RHEL, Debian/Ubuntu), Windows Server, VMware, Hyper-V, KVM, storage, Docker, AWS, Azure and GCP

Reliability & automation: Wireshark/PCAP, Grafana, Splunk, incident response, root-cause analysis, observability, Bash, Python, Ansible and Terraform

EDUCATION

Computer Science coursework
Orange Coast College · 2015 - 2017

Engineering and mathematics coursework
PUC Goiás & Federal University of Goiás · 2014

CERTIFICATIONS & TRAINING

Certifications: Digium Certified Asterisk Administrator (2020); IPv6 Certified Sage (2018)

Training: Microsoft Security Incident Response; Splunk Fundamentals; Linux and cloud foundations

ADDITIONAL INFORMATION

Languages: Portuguese (native) · English (fluent)

Citizenship: Brazilian and American · Authorized to work in the United States