

Lucas Lousada

Linux specialist & technical customer support leader

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Skills

Linux systems administration
S3 / object storage / RING
Veeam, Commvault, Rubrik
Kubernetes / containers / Docker
Ansible / Salt / Bash / Python
Grafana / Prometheus / Alertmanager
Kafka / Keycloak / HTTP / TCP/IP
Samba / NFS / Linux networking
Monitoring / observability

Strengths

Reliable Linux operations at scale
Customer-facing support
Technical escalation and communication
Cross-team enablement and handover
Documentation and process improvement
SLA-driven support delivery

Profile

Dynamic support engineer with 15+ years building resilient Linux and storage operations for enterprise customers. I combine technical depth, product troubleshooting, and customer advocacy to solve issues quickly and improve support processes.

Experience

Service and Support Engineer, Scality (May 2020 – Present)

- Maintain RING and Artesca storage software, driving customer issues to resolution with engineering.
- Lead troubleshooting for S3 integrations, backup software, Linux services, and Kubernetes deployments.
- Create technical guides, support runbooks, and handover materials for cross-team operations.

Linux SysAdmin, Collabora (July 2019 – May 2020)

- Managed Debian infrastructure with Chef automation and supported developer services.
- Delivered support across Git workflows, email, calendar, and file-sharing services.

Technical Support Engineer, nCipher Security (Jan 2019 – July 2019)

- Supported nShield cryptography hardware and software in customer environments.
- Investigated hardware/software/network issues and escalated to engineering.

Technical Support Engineer, Thales eSecurity (Sep 2018 – Dec 2018)

- Provided customer support for cryptographic security products and diagnostics.

Technical desk agent, Hive | Centrica Connected Home (July 2017 – Sep 2018)

- Monitored AWS systems, automated operational workflows, and managed incident tracking.

IT Support Analyst III, Nube (July 2011 – June 2017)

- Built a Slackware distribution for 300 users and implemented Nagios/Cacti/OSSEC monitoring.

Education

Universidade Presbiteriana Mackenzie

Bachelor's in System, Networking and LAN/WAN Management (2007 – 2014)

Highlights

Delivered a custom Linux distribution for enterprise use; integrated observability and backup systems; supported secure storage deployments and customer onboarding.