

JOÃO IELEN

Software Engineer

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Open to relocation to Japan | Requires employer-sponsored work visa

SUMMARY

Software Engineer with experience in business applications, REST APIs, automation, databases, data workflows, observability, and production systems. Promoted from intern to a mid-level role at Pilgrims Consulting, with increasing responsibility for software delivery, technical leadership, architectural and implementation decisions, troubleshooting, client-facing technical work, and process improvement. Acted as a technical lead within the team, helping define solutions, prioritize technical approaches, review implementations, and guide project execution.

EXPERIENCE

Mid-Level Software Developer

Jun 2024 - Present

Pilgrims Consulting | Curitiba, Brazil

Career progression: Software Development Intern -> Junior Software Developer -> Mid-Level Software Developer

- Develop and maintain business applications, REST APIs, automations, and database workflows using Python, TypeScript, C#, Django REST Framework, Angular, React, SQL, and Docker.
- Built and operate an observability environment covering approximately 95 targets across more than 10 clients, with reusable dashboards, alerting, and custom Python exporters.
- Led the recovery and cutover of a 58-database MariaDB production cluster: audited data, restored business records, and set up primary-replica replication
- Managed Linux and Docker services, Tailscale connectivity, and Traefik/TLS publishing; optimized a cAdvisor deployment and reduced CPU usage from hosts.
- Collaborate with clients, developers, infrastructure teams, and vendors to investigate incidents, clarify requirements, document solutions, and deliver improvements to production.

Systems Development Intern

Dec 2023 - Jun 2024

Vital Scheffer | Curitiba, Brazil

- Automated operational routines with Python, maintained WordPress applications and databases, updated Metabase dashboards, and supported the planning and delivery of internal tools.
- Investigated application and API issues, handled internal service requests, and provided software and hardware support to users.

Python and Data Analysis Tutor

2023

UniOpet - Elas no STEM | Curitiba, Brazil

- Supported instructors during Python and data analysis classes, assisting students with exercises, debugging, and practical activities.
- Reviewed and corrected assignments and provided one-on-one guidance during hands-on activities.
- Led parts of lessons when needed, reinforcing programming concepts and helping students work through technical problems.

TECHNICAL SKILLS

Programming: Python, TypeScript, C#, JavaScript, SQL, C, C++

Web and APIs: React, REST APIs, API integration, Redis

Databases and Data: MariaDB, PostgreSQL, Apache Airflow, dbt, Metabase

Systems and Tools: Linux, Docker, AWS, Git, Traefik, Tailscale

Monitoring and Testing: Prometheus, Grafana, Alertmanager, Grafana k6, Selenium, automated testing

Enterprise Platforms: GLPI, Microsoft Teams integrations, TOTVS/Winthor ERP

CERTIFICATIONS

Fundamentals of Graphic Design

Fundação Bradesco - Escola Virtual | 6-hour course

2025

SELECTED PROJECTS

Omnichannel GLPI Service Desk Bot

Python | FastAPI | GLPI REST API | Microsoft Teams | WhatsApp

- Built the service desk bot from scratch, integrating GLPI with Microsoft Teams and WhatsApp for dynamic forms, approvals, ticket creation, proactive updates, and technician notifications.

AutoTrendz - Automotive Price Research & Quotation System

React | TypeScript | C# | ASP.NET Core | PostgreSQL

- Led much of the technical delivery, from requirements and workflows to frontend/backend implementation, integrations, security fixes, and production troubleshooting.
- Integrated equivalence and client catalog data to support automotive parts quotation and price research across multiple market regions.

Infrastructure Recovery & Modernization

Linux | Docker | VPS | MariaDB | Primary-Replica Replication

- Led the end-to-end recovery and modernization following a security incident, migrating applications from legacy cPanel servers to Docker-based VPS infrastructure, separating database workloads, and implementing primary-replica replication.

Grafana Observability Hub

Prometheus | Grafana | cAdvisor | Blackbox Exporter | Alertmanager

- Built reusable monitoring dashboards and exporters across multiple client environments, improving incident diagnosis, availability tracking, and production troubleshooting.

EDUCATION

Bachelor of Software Engineering

UniOpet | Curitiba, Brazil

2025

LANGUAGES

Portuguese: Native

English: Fluent (C1)

Japanese: JLPT N4