

MOABY QUEIROZ

São Paulo – Brazil

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SUMMARY

Support / Integration Engineer with experience in system analysis, technical support, and incident troubleshooting. Strong background in SQL Server and GraphQL API analysis, with API testing via Postman and OpenAPI. Skilled in Datadog monitoring and root-cause investigation alongside engineering teams. Experienced with AWS/Azure, Docker, and Kubernetes, plus ticket and incident management using Salesforce, Intercom, Jira, and Linear. Strong documentation practices (Confluence/Notion) and automation with Python/Node.js, using Git/GitHub for version control.

WORK EXPERIENCE

System Analyst – Linx | Mar 2023 – Present

- Technical support via Salesforce (chat/tickets) and end-to-end case management in Intercom (triage, escalation, resolution), ensuring SLA compliance.
- Incident investigation and troubleshooting using Datadog logs and system monitoring.
- SQL Server analysis (queries and investigation of procedures/triggers/views) to support root-cause analysis and data validation.
- API support (GraphQL): validation and debugging of queries/mutations and integration of data flow.
- Created and tracked engineering issues in Linear, collaborating with dev teams to deliver fixes and follow up on deployments.

Integration Engineer – ADT | May 2021 – 2022

- System integrations via REST APIs, with contract documentation in OpenAPI and testing in Postman.
- Incident and integration troubleshooting using Datadog logs/metrics, partnering with engineering teams to drive fixes.
- Cloud integration support across AWS/Azure (configurations, deployments, and dev/staging/prod environments).
- Service execution and monitoring with Docker and Kubernetes (pods, logs, health checks, rollouts).
- Automation of validation and support routines using Python and Node.js.
- SQL Server queries for auditing, reconciliation, and investigating data inconsistencies.
- Version control and collaboration with Git/GitHub; issue tracking in Jira and documentation in Confluence/Notion.

Tech Support – Binance | 2020 - 2021

- Provided technical support for Trade APIs, assisting clients via tickets and live chat.
Debugged API requests, errors, and integrations; reproduced scenarios and validated fixes.
- Built Python and JavaScript scripts to automate checks, validate payloads, and speed up troubleshooting.
- Created working examples and step-by-step guidance (including Postman collections) to ensure the customer could implement the solution.
- Documented solutions, known issues, and troubleshooting guides in Confluence. • Used tools such as Postman, Visual Studio Code, and internal dashboards/logs to monitor and resolve incidents efficiently.

TECHNICAL SKILLS

Programming & Scripting: Python, JavaScript, TypeScript, PowerShell, ReactJS, HTML, CSS

Cloud & Infrastructure: Azure, AWS IoT, Google Cloud Platform, Docker, Kubernetes, Linux

API Development & Testing: REST APIs, Postman

Database: SQL Server

Version Control & Collaboration: Git, GitHub, Jira, Salesforce, Intercom

Other: User Experience (UX), Artificial & Computational Intelligence

EDUCATION

Bachelor of Technology – Systems Analysis and Development

Universidade Cruzeiro do Sul | Jan 2023 – Jan 2026

CERTIFICATIONS

DevOps – FIAP

Python – FIAP

Linux Fundamentals – FIAP

Artificial & Computational Intelligence – FIAP

User Experience (UX) – FIAP

Emerging Technological Solutions – FIAP