VALDECIR CARVALHO

São Paulo · Brazil · +55 11 95259-3615 · valdecir.carvalho@outlook.com · in/valdecircarvalho · valdecir.me

Professional Summary

Dynamic IT professional with **over 25 years of experience** specializing in **Pre-Sales and Pos-Sales, Account Management**, **Cloud Solutions Architecture**, **Data Center Management**, and **High Availability Systems**. Proven success in **leading complex, high-budget projects** to completion, with a **deep technical expertise** and strategic leadership. Experienced in **project management, technical sales, and ensuring customer success**. I have a strong track record of delivering **customized technical solutions, managing customer relationships and vendor management** effectively. Proficient in **cross-functional team leadership, stakeholder engagement, and product demonstrations**. Committed to achieving project objectives and **enhancing customer satisfaction**. My approach **prioritizes customer success**, going **above and beyond** to ensure **customer satisfaction** and **project success** through effective **technical advising**.

Areas of Expertise

Cloud Solutions Architecture · Technical Pre-Sales and Pos-Sales · Account Management · Customer Relationship Management · Delivery Management · Vendor Management · Technical Evangelism and Advocacy · High Availability System Architecture · Infrastructure as Code (IaC) · Cloud Platform Integration · Cloud Migration · Containerization and Orchestration · DevOps · Virtualization

Key Highlights

- **Solution Architecture and Client Success:** Expert in designing and implementing cloud solutions that improve efficiency, scalability, and performance. Recognized for delivering projects that exceed client expectations, contributing to significant customer success stories.
- **Technical Pre-Sales:** Proven track record in leading technical discussions, understanding customer pain points, and articulating the value proposition of complex IT solutions. Skilled in bridging the gap between technical teams and customer needs, facilitating the decision-making processes.
- **Sales Engineering:** Experienced in providing technical support to sales teams, developing solutions, onboarding customers, and conducting product demonstrations.
- **Customer Relationship Management:** Effective at building and maintaining client relationships, problem-solving, and promoting customer success.
- **Communication:** Competent in English, Portuguese, and Spanish, capable of delivering engaging presentations and technical documentation.
- **Strategic Community Development:** Community engagement initiatives, resulting in a 105% growth in the C2C Google Cloud Community and the establishment of 6 regional VMUG Chapters in Brazil. Demonstrated excellence in fostering technical communities and increasing brand visibility.
- **Content Creation**: Authored a wide range of technical content in English and Portuguese, addressing complex technical concepts and best practices. Recognized as a leader with awards including VMware vExpert, Veeam Vanguard, HashiCorp Ambassador, enhancing brand and community trust through.
- **Technical Evangelism and Advocacy:** Actively engaged in technical evangelism, promoting new technologies and solutions principles across diverse audiences.

Work Experience

Community Manager | C2C – The Google Cloud Community (Remote) | Nov 2022 – Mar 2024
- Led the LATAM community strategy, doubling membership by cultivating strategic partnerships and executing targeted engagement initiatives, resulting in a 105% membership increase YoY in Brazil.
- Organized flagship events and workshops, enhancing the community's visibility and creating a robust network of Google Cloud customers, technology enthusiasts, and professionals.

Sr. Cloud Engineer/Sr. Developer Advocate/Sr. SRE for OCVS | Oracle | Mar 2020 – Nov 2022
- Global support for the OCVS (Oracle Cloud VMware Solution) product, directly supporting over 50 multinational customers.
- Designed and executed cloud solutions for diverse industries, significantly improving sales team efficiency and customer satisfaction by serving as a key technical advisor, facilitating detailed product demonstrations, end-to-end customer onboarding and workshops.

Sr. Cloud Solutions Architect | United Health Group Brasil (AMIL) | Apr 2019 – Mar 2020
- Developed cloud architecture strategies, facilitating a successful Go-To-Cloud transition, and optimizing product evaluations, Proof of Concepts and Product Homologations.

Sr. Infrastructure Architect | Banco Carrefour | 2017 – 2017
- Managed all infrastructure projects, responsible for the allocation of resources from the professional pool, ensuring the stability and security of critical financial services.

Infrastructure Specialist | Multiplus/LATAM | 2012 – 2017
- Oversaw the company's internal IT infrastructure, managing key vendor relationships, and leading system migrations and implementations.

Additional Professional Highlights

- **Tech Community Manager | VMware (Remote) | 2017 – 2019:** Initiated the VMware vExpert PRO program, recruiting the first 50 community leaders, amplifying VMware's global community impact and engagement.

- **VMUG Chapter Leader | VMware User Group | 2016 – 2018:** Pioneered the establishment of the São Paulo VMUG Chapter, leading to the formation of 6 additional regional chapters, mentoring new leaders, and solidifying VMUG's presence in Brazil.

Education

- **Bachelor's degree in Business Administration & Marketing**
  Universidade Sant'Anna, São Paulo, Brazil, 2006
- **Technical Diploma in Data Processing**
  E.T.E. Prof. Horácio Augusto da Silveira, São Paulo, Brazil, 1996

Technical Skills

- **Cloud Computing:** Proficient in Oracle Cloud, AWS, Google Cloud, and Azure for scalable cloud solution architecture and deployment.
- **OS Platforms:** Proficient in Microsoft Windows, Linux, MacOS
- **Virtualization:** Skilled in VMware vSphere, Hyper-V and Proxmox
- **Networking:** Proficient in Cisco Routing & Switching, VMware NSX (SDN), WAN, LAN, VPN
- **Containerization & Orchestration:** Knowledgeable with Docker and Kubernetes to support CI/CD pipelines and microservices architecture.
- **Infrastructure as Code & Automation:** Knowledgeable in Terraform, Ansible, Puppet, Chef, Salt, for automating infrastructure provisioning across cloud platforms.
- **Programming & Scripting:** Familiar with Python, PowerShell, and Bash for automation and system integration.
- **Monitoring & Backup Tools:** Competent in OpManager, Zabbix, NewRelic; Veeam, CommVault,

Languages

- **Portuguese:** Native
- **English:** Fluent
- **Spanish:** Conversational

Interests

- Technology trends, Cloud Computing, Open-Source solutions
- Innovating with AI & ML, LLM, AI Tools
- Community Building, Advocacy, Technology Evangelism and Developer Relations Management
- Engaging with technology startups
- Event Hosting and Public Speaking and Tech content creation