

Rafael Dihl

SENIOR SITE RELIABILITY ENGINEER

rafael.dihl@gmail.com · Boca Raton, FL (UCAN Remote) · [linkedin.com/in/rafaeldihl](https://www.linkedin.com/in/rafaeldihl) · github.com/rafaeldihl

SUMMARY

Reliability-focused engineer with 20+ years building and operating large-scale systems, and 7+ years centered on the reliability, observability, and automation that keep production services healthy. I take a data-driven approach to reliability — defining SLOs, instrumenting systems with Datadog and OpenTelemetry, leading incident response and post-incident analysis, and designing for failure modes across distributed systems. Proven track record balancing reliability, velocity, and cost on high-QPS, member-facing services. Comfortable across Python, Go, and Java. Fluent in English and Portuguese.

SELECTED IMPACT

- **DealerTrack — Resilience & disaster recovery.** Architected enterprise HashiCorp Vault clusters with DR that directly enabled recovery from several high-visibility production outages, minimizing member-facing downtime.
- **Fanatics — Observability & incident response.** Built Datadog + Terraform monitoring (dashboards, alerting) that reduced incident response time, and led a FluxCD→ArgoCD migration for deployment traceability and fast, reliable rollbacks on AWS EKS.
- **Meta — Reliability at scale.** Provisioned the AWS environment behind the Wolfram Alpha LLM internal service, engineered for high QPS, low latency, and strict privacy compliance across Meta traffic.
- **Meta — Reliability vs. cost.** Data-driven capacity analysis identified and safely released unused elastic capacity, cutting server usage 60% (~\$7M annual savings) with no loss of reliability.
- **Fanatics — Right-sizing & efficiency.** Drove EKS migration to AWS Graviton (arm64) and introduced Karpenter for demand-driven, auto-consolidating capacity — ~\$83K/yr projected savings, scaling to ~\$416K/yr at 5x fleet growth.

EXPERIENCE

Senior Platform / Reliability Engineer

02/2025 — Present

Fanatics

- Architected and operated scalable, highly available CI/CD delivery on AWS EKS using GitHub Actions, FluxCD, and ArgoCD, including provisioning ArgoCD clusters from scratch.
- Led the FluxCD→ArgoCD migration to improve deployment traceability, centralized visibility, and rollback capabilities.
- Built infrastructure monitoring with Datadog and Terraform — custom dashboards and alerting rules that reduced incident response time.

Software Engineer — Contingent Worker @ Meta

11/2023 — 02/2025

Magnit · Meta

- Designed and implemented AWS infrastructure (EC2, EKS, RDS, Kafka, Terraform, Ansible, Helm) to deploy the Wolfram Alpha LLM solution for Meta traffic — high QPS, low latency, privacy compliance.
- Enhanced data and code delivery pipelines, improving build efficiency and deployment velocity with Kubernetes, Go, Python, PHP, Bash, and Terraform.

Senior DevOps Engineer — Consultant @ Charter Communications

01/2021 — 11/2023

ThinkBRQ · Charter

- Delivered Infrastructure as Code enabling partner engineering teams to migrate applications to AWS.
- Designed CI/CD pipeline libraries standardizing GitLab, Kubernetes, Helm, Docker, Terraform, HashiCorp Vault, Fluentbit, Datadog, and Splunk across the organization.

Senior DevOps Engineer — Consultant @ DealerTrack

07/2016 — 12/2020

ThinkBRQ · DealerTrack

- Provisioned enterprise HashiCorp Vault clusters on-premises with disaster recovery; configurations played a key role in recovering from several high-visibility outages.
- Led a scalable CI pipeline (Jenkins CasC + OctopusDeploy) stabilizing builds and deployments across 10+ environments.
- Containerized a large legacy monolith into a 12-factor app, achieving 40% performance improvement through immutable infrastructure.

Software Development Advisor

11/2013 — 06/2016

Dell

- Designed large-scale Java EE / SOA applications in globally distributed teams; SME in field services with L3 production support.

Senior Software Developer

04/2009 — 11/2013

ADP

- Developer on ADP Portal R8 (17M+ users) building features with Struts, WebSphere Portal, JSF, and JMS.

SKILLS

Reliability: SLOs & Alerting, Incident Response, Post-Incident Analysis, On-Call, Disaster Recovery, Distributed Systems, Capacity Planning

Languages: Python, Go, Java, JavaScript, PHP, Bash, HCL

Infrastructure: AWS, Kubernetes, Terraform, Docker, Helm, Ansible, Saltstack, Rancher

CI/CD & GitOps: ArgoCD, FluxCD, GitHub Actions, GitLab CI, Jenkins CasC, Octopus

Observability: Datadog, OpenTelemetry, New Relic, Splunk, CloudWatch

Data & Messaging: Kafka, Cassandra, PostgreSQL, MySQL, MongoDB, Oracle DB, Redis, GraphQL

Platform & Security: HashiCorp Vault, Consul, Twingate, Rundeck

EDUCATION & CERTIFICATIONS

B.S. Information Systems

Pontifícia Universidade Católica do Rio Grande do Sul · Porto Alegre, Brazil
2003 — 2007

Oracle Certified Associate — Java SE 7 Programmer

Oracle · Credential ID: OC1304424
Nov 2014

Certified Scrum Master

Scrum Alliance · Credential ID: 000447682
Aug 2015