

ERIC BARROS, CCNP R&S, CCDP

Technical Operations Leader | Infrastructure, Reliability & Continuous Improvement
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PROFESSIONAL SUMMARY

Infrastructure & Operations Leader with 19 years of experience in large-scale enterprise environments across LATAM and global operations.

Proven track record leading critical escalations, improving RCA quality, strengthening service governance, and driving operational resilience across complex infrastructure landscapes for companies such as Syngenta, Mars, BT and Huawei.

Brings strong experience in technical leadership across NOC, Service Delivery and vendor-managed environments, with a consistent record of improving stability, reducing incident recurrence, standardizing operations and delivering automation with measurable business impact.

Combines deep infrastructure expertise with a practical leadership mindset focused on reliability, scalability, continuous improvement and stakeholder alignment.

Core Leadership Areas: Team Leadership | Reliability & Service Governance | Incident, Problem & Change Management | Operational Automation | Hybrid Infrastructure | Lifecycle Planning | Stakeholder Management | Continuous Improvement

CORE SKILLS

Leadership & Operations: Team Leadership, Service Governance, Incident, Problem & Change Management, Major Incident Handling, Escalation Leadership, Stakeholder, Vendor & Carrier Management, Service Delivery, Continuous Improvement, Lifecycle Planning.

Infrastructure & Reliability: Enterprise LAN / WAN / WLAN / SD-WAN; High-Availability Operations, Multi-vendor enterprise environments; HLD, LLD and CMDB governance; IPAM, DNS, DHCP; AWS / Azure Hybrid Connectivity; Performance Monitoring, Operational Stability, Capacity & Refresh Planning.

Automation & Infrastructure Modernization: Python for Automation; React, Next.js, TypeScript, JavaScript, Node.js, Vite, Shell Scripting; API Integrations; Docker, WebSockets; Serverless / Hybrid Application Architecture, Workflow Automation.

Selected Impact

- 19 years in large-scale enterprise operations across LATAM and global environments
 - Regional technical lead supporting 470+ sites across enterprise infrastructure services
 - Delivered automation that reduced execution time by 75% and cut validation time from 40 to under 5 minutes per site
 - Led technical direction for 10+ analysts, improving delivery quality and operational maturity
 - Stabilized production operations to achieve zero Major Incidents for two consecutive years
 - Helped reduce recurring P1/P2 incidents by 78% through proactive problem management
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PROFESSIONAL EXPERIENCE

Q7 Ops — Operational Automation, AI & Digital Solutions

Founder & Technical Lead | 2025 – Present

Built and led a lean automation and digital operations business focused on workflow optimization, AI-enabled processes and custom systems for SMB clients across multiple industries, generating approximately BRL 500,000 in business value. Owned commercial, delivery and operational execution, with direct leadership over SDR and Account Management functions, and shared coordination of freelance specialists across design, video editing and paid media delivery.

Stacks & Technologies: TypeScript, React, Next.js, Node.js, PostgreSQL, BaaS, Docker, CI/CD, Shell Scripting, OpenAI, AssemblyAI, Payment Gateways & API Integrations.

Syngenta — São Paulo, Brazil

Senior Network Operations Engineer / Regional Technical Lead | Jul 2023 – Jul 2025

Served as the Regional Technical Lead for LATAM while also acting as the technical leadership point for the global NOC operation, guiding service quality, escalations and operational decision-making across enterprise network services.

Key Achievements

- Provided technical leadership to the global NOC team (6 analysts) and 1 Level 2 analyst, driving escalation quality, troubleshooting consistency and service stability.
- Acted as the sole 3rd-line escalation point for LATAM network operations across 470+ sites.
- Led operational direction across incident response, validation, monitoring and service continuity activities during global operational shifts.
- Stabilized the regional environment to achieve zero Major Incidents for two consecutive years.

- Delivered an automated validation suite that reduced execution time by 75% and cut validation time from 40 minutes to under 5 minutes per site.

Stacks & Technologies: Cisco, Meraki, Cisco ISE, BlueCat IPAM, Palo Alto, NETSCOUT, LogicMonitor, Wireshark, iPerf; BGP, OSPF, EIGRP, DMVPN, IPsec, Cisco EEM, NetFlow, SNMP, Meraki AutoVPN, VLANs, trunking, QoS, IP monitoring, and enterprise LAN/WAN/WLAN operations.

Mars, Inc. — Guararema, Brazil

Senior Network Engineer – Regional Technical Lead (Americas) | Feb 2021 – Jul 2022

Led the technical operation for Mars network services across the Americas, providing functional leadership across internal and vendor teams involved in incident handling, service management and problem resolution.

Key Achievements

- Provided technical leadership to the Mars Dispatcher team (~8 analysts), Orange Level 1 and Level 2 analysts, Orange vendor/service management, the Orange Problem Manager, and 3 TCS resources supporting the Networks area.
- Acted as the central technical authority for the Networks domain across internal and outsourced operational layers.
- Drove cross-team coordination for incident response, escalation quality and problem management effectiveness across the service chain.
- Contributed directly to a 78% reduction in recurring P1/P2 incidents through proactive problem management and preventive corrective actions.

Stacks & Technologies: Cisco, Meraki, Wireless Controllers, LAN switching, SD-WAN gateways (Cisco/Viptela), LAN/WAN enterprise connectivity, HLD, LLD, CMDB governance, incident escalation, 2nd/3rd line support, root-cause analysis, 5 Whys, lifecycle management, MACDs, change review, QoS, WLAN optimization, Cisco TDR, vendor management, and service integration.

Huawei (Contractor via Randstad Brazil) — São Paulo, Brazil

IP Network Engineer | Jul 2020 – Jan 2021

Provided advanced support for deployments and critical incident scenarios in a major banking environment, coordinating customer teams, internal stakeholders and technical validation efforts in high-availability infrastructure contexts.

Key Achievements

- Supported backbone migration initiatives, including feature mapping, lab replication and coordination with R&D teams for production readiness.
- Designed and executed technical PoCs for failover, security and routing scenarios, improving solution validation and contributing to contract expansion confidence.

- Delivered technical documentation and enablement sessions to operations and engineering teams, supporting adoption of the new environment.

Stacks & Technologies: Huawei, Cisco, MPLS, LDP, L3VPN, IS-IS, OSPF, BGP, QoS, SNMP, BGP FlowSpec, firewall validation, route leaking, failover testing, HLD, LLD, BOM documentation, Level 4 support, deployment support, incident escalation, and high-availability IP network operations.

BT — Hortolândia, Brazil

Senior Network Engineer / Technical Management (Level 3) | Aug 2016 – Jul 2020

Acted within BT's Technical Management function, serving as the technical leadership layer for NOC and Service Delivery operations in line with ITIL practices. Provided technical direction for service implementation and critical incident resolution, with indirect leadership over approximately 10 analysts and 5 project managers during escalated activities.

Key Achievements

- Served as a senior technical authority across NOC and Service Delivery, guiding implementation and incident resolution workflows in complex enterprise environments.
- Exercised indirect technical leadership over ~10 operations analysts and 5 project managers during escalated delivery and restoration scenarios.
- As NOC SME, operated above Level 1 and Level 2 analysts in the technical escalation chain, improving decision quality, troubleshooting effectiveness and operational coordination.
- Led the SWAT initiative as the first on-shift NOC SME, helping reduce dependence on 3rd-line escalation and improving response capability.

Stacks & Technologies: Backbone Operations, Enterprise Operations, Incident Management, RCA, Service Delivery, Escalation Response; BGP, OSPF, EIGRP, RIP, VSAT, Metro Ethernet, Frame Relay, MPLS, PPP, PPPoE, Cisco EEM, NetFlow, IP accounting, Wireless, IPsec, IPS/IDS, L3VPN, L2VPN, Multicast PIM, QoS, HSRP, and VRRP.

EARLIER EXPERIENCE

- Facilities & Infrastructure Support — Avis Budget Group
 - Telecom & IT Support — Link Investimentos, Level 3 Communications, DuPont
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EDUCATION & CERTIFICATIONS

- **Computer Network Technology** — Centro Universitário FIEO (*paused*)
- Cisco CCDP, CCNP R&S, CCDA, CCNA, Specialist SD-WAN Implementation
- Meraki ECMS1, Cisco Enterprise Networks (SDA, SD-WAN & ISE)
- English — C1 (Professional Proficiency)