

CARLOS ALEXANDRE CARDOSO KONIG

Founder, Tech Lead & Digital Operations Manager

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EXECUTIVE SUMMARY

Senior professional with 25 years of experience in Information Technology, with a strong background in the coordination of infrastructure, corporate systems, and structuring technological operations. Focused on ensuring governance, predictability, and value delivery, I have a proven ability to act as a strategic bridge between technical and business areas (C-Level). Leadership in complex projects of modernization, cost reduction, and process optimization, working with agile and hybrid methodologies for the management of simultaneous portfolios.

TECHNICAL COMPETENCIES

- **Project Management and PMO:** Management of multiple critical projects (schedule, scope, risks, and budget); Structuring of processes and performance indicators (KPIs/SLAs); Agile and Hybrid Methodologies (Scrum, Kanban, PMI).
- **Leadership and Business:** Fluid executive communication (transitioning from technical to C-Level); Collaborative leadership and high-performance team building; Systemic vision oriented towards results and governance.
- **Senior Technical Background:** IT Infrastructure projects (Cisco, Firewalls, Storage), Cloud and Automation (AWS, GCP, DevOps), Systems Integration, and Artificial Intelligence implementation to increase efficiency.
- **Infrastructure, Cloud, Security, and Automation:** Windows Server (ALL), Linux (CentOS/Ubuntu), MacOS (Corporate); MS AD, Exchange, DHCP, DNS; VMWare, Hyper-V; Storage (HP/Dell); Firewalls (Fortigate, Sonicwall, Iptables, APF); Cisco Networks; AWS, Google Cloud, Azure; Docker, Kubernetes, Ansible; Zabbix, PRTG, Grafana; MS SCCM...
- **Systems:** Web systems analyst with Node.js, Next, React; API Integration and Web Scraping; MySQL Databases.
- **Amazon Ecosystem:** Specialist in Amazon USA (AWS, Marketplace, API, Tools), focusing on the US Marketplace.
- **Artificial Intelligence:** Creation of AI Teams with OpenSquad, prompt engineering, development of automated workflows with ComfyUI and n8n, local. Practical domain of LLMs: Claude, Gemini, ChatGPT, Manus, Grok, Meta AI, and Copilot.

PROFESSIONAL EXPERIENCE

Founder, Tech Lead & Digital Operations Manager

2019 – 2026

CKM TECH (USA/Remote)

Reference: Elizandro (VAPRO): +34 (695) 728-215, Wagner/Marcio (NinjaAZ/NWM): +1 (407) 457-7537 / +1 (239) 315-5152

Led and strategically planned a project focused on the development of systems in scalable Cloud architecture and complex automations with artificial intelligence, prioritizing the technical backlog in alignment with business objectives and facilitating communication between international partners and execution teams to ensure continuous value delivery.

Network and Infrastructure Administrator

2016 – 2017

Hardlink IT Provider (Dell Partner Platinum)

Reference: Project Manager Alexandre: +55 (51) 99932-7525

Worked on IT infrastructure projects, administering corporate networks, servers, and complex virtualization environments (VMWare and Hyper-V), with monitoring using Zabbix/Grafana, ensuring higher security.

“All-in-One” Support Analyst (L1, L2, L3 and Infrastructure)

2015 – 2016

Arezzo & Co Indústria e Comércio S.A.

Reference: Coordinator Miguel Grings: +55 (51) 99224-6778

Worked on a critical 24/7 corporate infrastructure project, ensuring stability and replication of complex environments for SAP systems. My work included technical support for an operation of 1,200 users and leading the migration of the hybrid network to Cisco infrastructure, as well as standardizing security protocols with redundant Fortinet firewalls.

Technical Support Lead

2014 – 2015

PUCRS – Pontifícia Universidade Católica do Rio Grande do Sul

Reference: Coordinator Alexandre Christmann: +55 (51) 99119-6018

Led the L2 Support team of 17 people, being responsible for ensuring the quality of IT deliveries for a fleet exceeding 10,000 devices, 6,000 employees, 50 servers, 6 backbones, 300+ APs, and 95,000 objects in AD. Conducted the restructuring of the support sector through the implementation of automations with MS SCCM, resulting in a 75% reduction in operational costs and optimization of SLA levels, reducing service time from 14 days to 2 hours.

Network Specialist Technician

2013 – 2014

Teletex Solution IT | Regional Federal Court TRF4

Reference: João Brogni: +55 (51) 9947-4038 or Christian Poli: +55 (51) 99628-8777

Provided technical and operational support to the management of the network architecture migration project (Novell to Microsoft Active Directory) in a highly critical government environment.

ACADEMIC EDUCATION AND LANGUAGES

- Bachelor of Technology in Analysis and Systems Development | UniRitter | Completed in 2025
- IT Technician with specialization in Networks / Network Administrator | Alcides Maya and SISNEMA | 2002 and 2017
- Languages: Technical English (Participation in corporate meetings and technical understanding). Basic Spanish.