

Fabio Sousa Max

JUNIOR AUTOMATION, INTEGRATION & IT OPERATIONS SPECIALIST

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[Portfolio](#) | [GitHub](#) | [LinkedIn](#)

Professional Summary

Junior automation, integration and IT operations specialist with more than two years of enterprise IT help desk experience supporting users in English and Spanish. Builds tested Python and FastAPI services, API integrations, workflow automations and operations tooling using SQL, Linux, Bash, PowerShell, Docker and n8n. Portfolio work demonstrates structured troubleshooting, monitoring, SaaS user lifecycle administration, IAM/RBAC, access reviews, least privilege, automated testing and clear technical documentation.

Technical Skills

Automation and Integration: n8n, Make, REST APIs, webhooks, Postman, OpenAI API

Programming and Data: Python, FastAPI, Pydantic, PostgreSQL, SQLite, SQL, JSON, CSV

Operations and Scripting: Linux, Bash, PowerShell, health checks, log analysis, curl, process and service troubleshooting

SaaS and Identity: IAM, RBAC, SSO, Microsoft Entra ID fundamentals, access reviews, onboarding, offboarding, least privilege

Testing and Delivery: pytest, mocking, test coverage, Docker, Docker Compose, GitHub Actions, OpenAPI

Technical Support: Incident investigation, escalation, authentication and permission troubleshooting, documentation

Featured Projects

Operations Scripts Toolkit

Created Bash and PowerShell health-check, API-testing and log-inspection scripts; documented scheduling, Linux operations and a Docker failed-service investigation.

Skills: Linux, Bash, PowerShell, curl, logs, cron, Docker troubleshooting

Project: [View on GitHub](#)

SaaS Identity and Access Review

Produced fictional onboarding/offboarding procedures, an IAM/RBAC model and an access-denied investigation. Built a PowerShell review that classifies access as Keep, Review or Remove and exports audit evidence.

Skills: SaaS administration, IAM, RBAC, SSO, least privilege, PowerShell

Project: [View on GitHub](#)

SQL and FastAPI Service

Built a Docker-packaged FastAPI service with PostgreSQL and SQLite, authenticated endpoints, validation, health/readiness checks, parameterised SQL and transactions. Added 10 tests with 96% application coverage.

Skills: Python, SQL, FastAPI, PostgreSQL, SQLite, Pydantic, pytest, Docker

Project: [View on GitHub](#)

GitHub Repository Monitor

Built a reusable GitHub REST API client with token authentication, pagination, timeouts, retries, rate-limit handling, validation, structured logging and JSON storage. Verified success and failure paths with 13 tests and Postman.

Skills: Python, REST APIs, pytest, Postman, JSON, authentication, logging

Project: [View on GitHub](#)

Featured Project - Continued

OpsPilot AI - Containerised Operations Triage

Built a Docker Compose environment combining n8n with a tested FastAPI service. The API validates operational requests and uses the OpenAI Responses API to produce structured triage results.

Skills: Python, FastAPI, OpenAI API, n8n, Docker Compose, GitHub Actions

Project: [View on GitHub](#)

Professional Experience

Help Desk Agent

CRIT INTERIM ESPAÑA ETT S.L. / ATOS GLOBAL DELIVERY CENTER CANARIAS S.L.

August 2020 - November 2022

Started through CRIT Interim and was subsequently hired directly by Atos to support an international enterprise client in a confidential service environment.

- Provided first-line technical support through phone, email and web channels
- Diagnosed incidents using established procedures and resolved known issues
- Owned incidents through resolution or escalation, documenting troubleshooting and status updates
- Supported users in English and Spanish and escalated complex issues with clear technical context

Company Manager and Self-Employed Part-Owner

PERENQUÉN TENERIFE S.L.

December 2022 - Present

- Manage daily operations and customer service in a fast-paced environment
- Supervise a team of approximately 10 employees
- Coordinate suppliers, purchasing, stock and staff scheduling
- Process invoices and general administrative tasks
- Monitor sales and operational performance
- Became a self-employed part-owner of the company in January 2024

Professional Development

Microsoft Learn - SC-900 learning paths: In progress. Completed security, compliance and identity concepts; continuing Microsoft Entra, security solutions and Microsoft Purview. Certification exam not yet taken.

Education

Upper Secondary Education | Equivalent to Spanish Bachillerato

Languages

- Portuguese - Native
- English - Fluent
- Spanish - Fluent