

Henrique de Lima Xavier

Backend Engineer | AIOps & Observability | Distributed Systems & Cloud

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PROFESSIONAL SUMMARY

Backend engineer specialized in designing and building scalable, cloud-native services with TypeScript (Node.js) and Java. Currently on SAP's AIOps team focused on Observability, architecting a multi-tenant monitoring and alerting platform that covers 6,000+ customer tenants, and AI-driven automation built on AI agents, MCP and SAP Joule. Experienced with AWS, Microsoft Azure, Kubernetes and CI/CD, working in fully international teams and directly with global clients.

TECHNICAL SKILLS

Languages: Java, TypeScript, JavaScript (Node.js), Python

Backend & Architecture: Spring Boot, NestJS, Express, RESTful APIs, Microservices Architecture, Distributed Systems, Multi-tenant Architecture, System Design, Authentication & Authorization

Cloud & DevOps: AWS (EC2, S3), Microsoft Azure, Docker, Kubernetes, Helm Charts, CI/CD (Continuous Integration/Continuous Delivery), GitHub Actions, Azure Pipelines, Argo, Linux

Observability & AIOps: Observability, AIOps, Alerting, Monitoring, Dynatrace, Splunk, Catchpoint

AI: AI Agents, Model Context Protocol (MCP), SAP Joule, AI-driven Automation

Databases: PostgreSQL, MongoDB, Redis, Database Architecture

Practices & Tools: Clean Code, SOLID, Unit Testing, Agile/Scrum, Git, Jira

Frontend (secondary): React, Angular, UI5

PROFESSIONAL EXPERIENCE

SAP – AIOps Team, Observability

November 2024 – Present

Software Specialist

- Architected and built from scratch a multi-tenant monitoring and alerting platform for high-traffic systems that monitors 6,000+ customer tenants, applying SOLID and Clean Code principles for maintainability and test coverage.
- Built AI-driven automation solutions to detect issues and calculate incident severity, including AI agents built on Model Context Protocol (MCP) and SAP Joule.
- Developed backend services integrating Dynatrace, Catchpoint and Splunk for custom web application monitoring and alerting.
- Led development of an alerting server and API with Microsoft Teams integration and interactive modals, enabling support teams to interface with systems directly.
- Deployed and operated containerized services with Docker and Kubernetes (Helm Charts) on AWS (EC2, S3) and Microsoft Azure, with CI/CD via GitHub Actions, Azure Pipelines and Argo.
- Worked in a fully international environment, collaborating directly with global clients to implement improvements and resolve issues.

Technologies: TypeScript, Node.js, Java, Dynatrace, Splunk, Catchpoint, AWS (EC2, S3), Azure, Kubernetes, Helm, Docker, GitHub Actions, Argo, MCP, SAP Joule

SAP – Datasphere Foundations and Globalization Services

March 2023 – November 2024

Rotation Internship

- Designed and maintained business warehousing solutions and provisioning services for customer instances.
- Built metering and billing services, including a web application for pricing estimation and customer prospecting.
- Developed payroll solutions and implemented legal changes for Canadian customers; resolved customer-reported bugs directly.

Stockvio

January 2022 – December 2022

Co-founder & Backend Developer

- Co-founded a startup automating capital gains tax calculation for BOVESPA trades.
- Implemented the authentication service (email verification, notifications) and a PDF parsing pipeline extracting trade data from multiple broker receipt formats.
- Designed and implemented the tax calculation engine based on user trading data.

CWI

June 2021 – May 2022

Software Development Intern

- Implemented endpoints and refactored an end-to-end encryption system for a credit card application.
- Developed a real-time monitoring dashboard; built full-stack web applications with authentication, deployed on Heroku.

EDUCATION

PUCRS – Pontifícia Universidade Católica do Rio Grande do Sul

Bachelor of Computer Science

- Academic Honour Recipient (laureateship); mentored peers in algorithms and data structures; researched alternative error-handling techniques in TypeScript compilers.

LANGUAGES

Portuguese: Native | **English:** Advanced (fluent in professional and technical settings)