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# FABIO SANTOS

Forward Deployed AI Engineer | Applied GenAI | Cloud & Agentic Systems

*Bringing 32 years of production infrastructure to the AI era*

Tampa, FL · xmodefhs@gmail.com · linkedin.com/in/fabios7 · Eligible to work in the US (no sponsorship)

Ask my AI agent anything: [fabiosantos.ai](https://fabiosantos.ai) · *the AI on that site is itself a working RAG agent I built*

▶ Production agentic AI platform ▶ +30% productivity via GPT copilots ▶ 3,000+ TPS AWS @ <\$10K/mo ▶ MIT AI program 2025

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## PROFESSIONAL SUMMARY

**Forward Deployed AI Engineer** combining **32 years of production infrastructure** with applied GenAI engineering. Currently designing and operating **multi-tenant agentic AI platforms on AWS**, RAG systems, agent orchestration, LLM observability and FinOps, for enterprise clients via LP Digital Hive. Strong background as a customer-embedded engineer at Verifone (deployed payments infrastructure across **8 major banks in 7 countries**) and Liqi (shipped a **Crypto-as-a-Service platform for Itaú sustaining 3,000+ TPS at <\$10K/month**). Comfortable embedding with customer teams from discovery through production. **MIT Professional Education in Data Science, ML & AI (2025)**, currently in **MIT CDO / AI program (2025-2027)**. Bilingual operator across US and LATAM (EN / PT / ES).

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## CORE COMPETENCIES

- **Applied AI / GenAI Engineering** · Production GenAI integrations (Anthropic Claude, OpenAI/GPT, AWS Bedrock), agentic frameworks, RAG architectures, vector stores (OpenSearch, pgvector), prompt engineering, LLM observability and FinOps
- **Forward Deployed Engineering** · Customer-embedded delivery from discovery → architecture → prototype → production; comfortable shipping code, running workshops, and operating systems with the customer's team
- **AWS Cloud Engineering** · 12+ years hands-on, Lambda, EKS, Bedrock, API Gateway, DynamoDB, Step Functions, EventBridge, Serverless-First and EDA-First patterns
- **Site Reliability & Observability** · Multi-region/multi-cloud HA, 99.9%+ SLOs, Datadog/Dynatrace/Prometheus, incident response, chaos engineering (AWS FIS)
- **Regulated-Industry Domain** · Fintech, payments, crypto at scale, PCI DSS, SOX, SOC 1 & SOC 2 (Type II), KMS envelope encryption, compliance-aware architecture
- **Bilingual Cross-Cultural Operator** · Native Portuguese, full professional English and Spanish, equally effective with US enterprise teams and LATAM customer engagements

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## TECHNICAL STACK

**AI / GenAI** Anthropic Claude, OpenAI/GPT, AWS Bedrock, agentic frameworks, RAG, vector stores (OpenSearch, pgvector, Pinecone), prompt engineering, LLM observability, PyTorch (basic), AWS Strands

**AWS Services** Lambda, EKS, ECS, Fargate, RDS, DynamoDB, Bedrock, SageMaker, API Gateway, AppSync, Step Functions, EventBridge, SQS, SNS, VPC, Route 53, CloudFront, IAM, KMS, GuardDuty, Security Hub, WAF, CloudFormation, CDK, SAM, CodePipeline, CloudWatch, X-Ray, FIS

**Kubernetes & Containers** Amazon EKS, Rancher, Karpenter, Keda, KubeCost, CrossPlane, ECS, Fargate, Docker, Helm

**Infrastructure as Code** Terraform, TerraGrunt, AWS CloudFormation, AWS CDK, AWS SAM, Ansible

**CI/CD & DevOps** GitHub Actions, GitLab CI, Jenkins, CircleCI, AWS CodePipeline / CodeBuild / CodeDeploy

**Observability & SRE** Datadog, Dynatrace, New Relic, Prometheus, Grafana, FluentD, CloudWatch, X-Ray, SLO/SLI design, chaos engineering

**Security & Compliance** PCI DSS, SOX, SOC 1 & SOC 2 (Type II), Falco, Aqua Container Security, Vanta, Dome9, Mozilla SOPS, CloudFlare

**Programming** Python (primary), Bash/Shell, TypeScript (CDK, Workers, Lambda), HCL, YAML

**Databases** PostgreSQL, MySQL, MongoDB, DynamoDB, DocumentDB, Redshift, OpenSearch, Cassandra, InfluxDB, Neptune, QLDB

**Cloud Platforms** AWS (primary), GCP, Azure, CloudFlare

## FORWARD-DEPLOYED EXPERIENCE

**LP Digital Hive** · Tampa, FL (Remote)

Oct 2024 – Present

*Founder & Principal AI Platform Engineer, Forward Deployed for Enterprise Clients*

- Embed with enterprise customers through **discovery → architecture → prototype → production** engagements. Design and operate a **multi-tenant agentic AI platform on AWS**, EKS-based microservices, serverless agent orchestration (Lambda + Step Functions + EventBridge), managed LLM endpoints via AWS Bedrock + Anthropic + OpenAI.
- Built **RAG and agentic-workflow infrastructure** on DynamoDB, OpenSearch vector store, S3, API Gateway. Full IaC with Terraform and AWS CDK. CI/CD via GitHub Actions. Authored runbooks, SLO/SLI catalogs (latency p95, token-cost per request), and on-call rotation.
- Implemented **FinOps controls for LLM workloads**, Karpenter spot scheduling, KubeCost, per-tenant token-cost attribution, keeping AI compute under 30% of platform revenue.
- Monthly columnist on AI in business at **Mundo do Marketing** (one of Brazil's largest marketing portals), translating GenAI technology into practical business applications.

**Liqi Digital Assets** · Miami, FL

Apr 2023 – Aug 2024

*Senior AWS Solutions Architect / Head of Technology, Customer Engagement: Itaú Digital Assets*

- Forward-deployed to **Itaú Digital Assets (one of Brazil's largest banks)** to design and deliver a **Crypto-as-a-Service (CaaS) platform sustaining 3,000+ TPS at <\$10K/month operational cost**, measured under production load.
- Architected and led migration to 100% AWS, **Serverless-First, Event-Driven-Architecture-First**, using Lambda, API Gateway, DynamoDB, EventBridge, Step Functions; doubled throughput while reducing monthly run-rate.
- Integrated **GPT-based copilots into internal ops tooling**, lifting analyst productivity by ~30% and reducing time-to-resolution on customer issues. Early production GenAI deployment (2023–2024).
- Implemented CI/CD with AWS CodePipeline + CodeBuild + CodeDeploy + GitHub Actions; introduced Terraform module library and trunk-based development. Built observability stack on CloudWatch + Datadog with SLO/SLI for transaction services.

**Verifone** · Miami / Fort Lauderdale, FL

2013 – 2020

*Global Sr. Solution Architect, Forward-Deployed to 8 Global Banks · LATAM Product Lead · Sr. Solution Engineer*

- Customer-embedded delivery for **8 major payment networks across 7 countries**: First Data (US), Rabobank (NL), Transbank (Chile), Banamex (Mexico), Credibanco (Colombia), RedeBan (Colombia), Getnet/Santander (Brazil). Owned discovery, customized architecture, shipping, and operations for each engagement.
- Architected and deployed Verifone VHQ payment gateway on **AWS Multi-Region under PCI DSS compliance**, ECS, RDS SQL Server/PostgreSQL, Lambda, CloudFront, S3, Route 53. CI/CD pipelines (GitLab on-premises + GitHub) for staged rollouts across customer regions.
- Delivered **\$3M cost reduction** through reusable AWS architecture patterns and consolidated regional product portfolio; reduced LAC go-to-market launch time by 6 months. Led a 20-person team of payment solutions specialists.
- Contributed to **Verifone Weaver Gateway integration with Bitcoin and Ethereum**, early production blockchain/payments crossover work.

**Ripio Holding** · Miami, FL

Feb 2021 – Apr 2023

*Senior Cloud Engineer / Head of Crypto Infrastructure*

- Architected crypto trading and custody infrastructure on AWS across **6 countries at 99.9% availability**, Multi-Region (us-east-1, sa-east-1, eu-west-1) and Multi-Cloud (AWS + GCP) topology. Supported millions of monthly transactions.
- Led containerization to Kubernetes (Amazon EKS + Rancher) with **Karpenter, Keda, KubeCost, and CrossPlane**. Built unified Data Lake on AWS (S3 + Glue + Athena + Redshift + OpenSearch + MWAA/Airflow) enabling BI, fraud, and risk analytics.
- Co-led **SOC 1 and SOC 2 Type II certifications**, hardened security with IAM/SCPs, GuardDuty, Security Hub, KMS, Falco, Aqua Container Security, Vanta.

**BitcoinTrade / PeerTrade Digital** · Miami, FL / Brazil

Apr 2017 – Dec 2020

*Founder · Senior Infrastructure & Security Engineer*

- Founded and built a **100% AWS crypto exchange platform from scratch** supporting millions of monthly transactions; 100% IaC with CloudFormation. Microservices + EDA via Lambda, Fargate, EventBridge, SQS, SNS, DynamoDB, API Gateway.
- Established information security program meeting **PCI and SOX controls**; deployed GuardDuty, Security Hub, Inspector, Macie, CloudTrail, AWS WAF; defined IR runbook.

**Cielo S.A.** · Barueri, Brazil

2001 – 2011

*Strategy & IT Architecture Manager · Sr. Python Engineer · Sr. Research Engineer*

- Pioneered **AWS adoption at a top-3 LATAM payment processor**; managed senior team of 25 architects. Delivered **70% transactional cost reduction in 15 months** and 70% reduction in supplier onboarding cost/time via new POS Capture platform.

## EDUCATION & CERTIFICATIONS

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- MIT Professional Education, **Chief Digital Officer / AI** · 2025–2027 · *in progress*
- MIT Professional Education, **Data Science, Machine Learning & AI** · 2025
- Harvard Business School Online, **Entrepreneurship Essentials** · 2025
- AWS Certified Cloud Practitioner · *valid through 2027*
- AWS Certified Developer – Associate · *valid through 2027*
- AWS Certified Solutions Architect – Associate
- CCNA, Cisco Certified Network Associate
- HP OpenView Integration Expert, Network and Application/System Management
- MBA, Fundação Instituto de Administração (FIA) · São Paulo, Brazil · 2010
- B.S. Computer Networking, UNIP · São Paulo, Brazil · 2006

## LANGUAGES & AUTHORIZATION

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**Languages** English (full professional) · Portuguese (native) · Spanish (full professional)

**Authorization** Eligible to work in the USA without sponsorship · *Open to Remote, Hybrid, and customer-embedded engagements*