

Gelson de Souza Silva Zeferino

Oracle APEX Developer | PL/SQL Developer | IT Infrastructure & Integration Specialist

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Professional Profile

Systems Analyst with over 9 years of experience in highly complex, high-availability environments, with a strong background in Oracle/SQL databases, system integration via APIs, Windows server administration, and virtualization. Experienced in implementing, configuring and supporting enterprise solutions end-to-end, from database to application layer. Skilled at collaborating with multidisciplinary IT and operational teams, producing detailed technical documentation, and ensuring the availability and integrity of mission-critical systems. Intermediate English (B2) with solid written and spoken technical communication.

Technical Skills

Database & SQL

- Oracle APEX
- PL/SQL, SQL Tuning, Explain Plan
- Indexes, performance, complex queries
- Oracle migration & administration
- Backup, recovery & data integrity
- Python for database automation

Servers & Infrastructure

- Windows Server 2012/2016/2019
- Hyper-V and VMware (virtualisation)
- Linux (administration & scripting)
- IIS, SSL/TLS, web configuration
- Firewall, Proxy, Networking (Cisco)
- Connectivity troubleshooting

Integration & Development

- Java APIs / Microservices / REST
- XML, Webservices, SoapUI
- HTML, .NET (working knowledge)
- Oracle APEX, Oracle Forms/Reports
- Azure, JIRA, Confluence
- Agile, technical documentation

Professional Experience

PL/SQL Developer | Oracle APEX Developer | Portugal (Remote — Service Agreement) | Apr 2025 – Present

Development and support of enterprise Oracle solutions in production environments:

- Implementation and configuration of Oracle APEX solutions in production
- PL/SQL development focused on performance, data integrity and security
- Oracle database migration — planning, execution and validation
- SQL Tuning and query optimisation in high-volume data environments
- Application of patches, upgrades and hotfixes ensuring high system availability
- Technical documentation of implementations and support procedures

Systems Analyst | DXC Technology — Brazil (Remote) | Jun 2021 – Dec 2023 | Nov 2024 – Apr 2025

Support and evolution of critical Telecom systems with high availability requirements:

- Advanced technical support on production systems — analysis, debugging and incident resolution
- System integration via Java APIs / Microservices — fault and latency diagnosis
- PL/SQL development and Python automation for operational processes
- Collaboration with IT and operational teams on complex problem resolution
- Creation and maintenance of technical documentation (problem logs, root cause analysis)
- Functional and performance testing following deployments in production environments

Technologies: SQL, Oracle, PL/SQL, Java, Python, JIRA, Windows Servers

PL/SQL Developer | Oracle APEX Developer | IT Recruiter — Portugal (Remote) | Dec 2023 – Nov 2024

Development and support of Oracle systems in a business enterprise context:

- Oracle APEX and Oracle Forms/Reports — implementation and technical support
- Performance and SQL Tuning — optimisation of reports and critical queries

- Oracle database migration with integrity and security validation
- Windows Server environment configuration and maintenance including IIS and SSL
- SharePoint integration and business process automation

Systems Analyst | Grupo Raviera — Brazil | Jan 2016 – May 2021

5 years in production environments with complex integrated Oracle systems:

- Implementation and configuration of Oracle APEX and PL/SQL solutions in production
- Oracle database administration — backup, recovery, security and permissions
- System monitoring with Dynatrace and Grafana — proactive fault detection
- System integration via Webservices, SoapUI and Java APIs
- Functional, performance and post-implementation validation testing
- End-user technical training and internal team support

Technologies: Java, PL/SQL, SQL, Oracle, APIs, Dynatrace, Grafana, UML, Agile, Jira, Confluence, SoapUI

Infrastructure Analyst | Various companies | 2010 – 2017

IT infrastructure administration across multiple enterprise environments:

- Windows and Linux server and network maintenance
- Firewall, Proxy and Cisco equipment configuration and management
- Connectivity and permissions troubleshooting and diagnosis
- Virtualization and server environment management

Education

- Professional Master's in Applied Computing — UFMS (Mar 2024 – Present)
- Postgraduate Degree in Software Engineering — Anhanguera (Aug 2022 – Jan 2023)
- Postgraduate Degree in Mobile Application Development — Anhanguera (Aug 2022 – Feb 2023)
- Analysis and Systems Development — UNINTER (Jun 2017 – Dec 2021)

Languages & Personal Skills

Portuguese: Native **English:** Intermediate (B2) — written and spoken technical communication

Soft skills: Problem solving | Technical documentation | Teamwork | Communication | Adaptability