

Danilo Cerdas Sandi

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Professional Profile

I'm a DevOps & Cloud Engineer with hands-on experience across AWS, Azure, Linux systems, and modern automation practices. My background covers cloud infrastructure, CI/CD pipelines, Infrastructure as Code, containerization, and monitoring combined with solid experience in incident management. Currently, I focus on automating workflows, and integrations using JavaScript and ServiceNow, helping reduce MTTR and eliminate manual efforts.

Experience

Site Reliability Engineer | ServiceNow | August 2025- Present | **Contractor** - Costa Rica, Heredia, America Free Zone |

- Incident response and operational support for enterprise platforms applying SRE/DevOps practices for high availability, recovery, and service reliability.
- Own and coordinate P1-P4 incident management, acting as escalation point and collaborating cross-functionally with engineering, platform, and cloud teams to restore services within defined error budgets.
- Monitor, troubleshoot, and resolve infrastructure and application-level issues across distributed endpoints and cloud-integrated services.
- Perform Root Cause Analysis (RCA) and post-incident reviews, identifying systemic reliability risks, recurring failure patterns, and opportunities for automation and preventive remediation.
- Design and implement automation, using workflows, and integrations to reduce manual intervention, operational toil, and MTTR.
- Develop and maintain reusable automation tooling and scripts to support diagnostics, recovery workflows, and repeatable operational processes.
- Support and improve cloud-based integrations and infrastructure components across Azure and AWS environments, ensuring scalability, resilience, and observability.
- Define and track SLIs and operational metrics, tune alerts, and implement agile methodology to improve service health and reliability.
- Participate in on-call rotations providing Level 3 support, ensuring rapid incident resolution and high-quality service delivery.
- Develop and maintain CI/CD processes for API and enterprise applications.

Trilingual Senior DevOps Support Engineer | Teknowledge | January 2025 – August 2025 | Full Time Remote - El Salvador, San Salvador |

- Designed and deployed Azure architectures (VMs, App Services, AKS, VNETs, Load Balancers, Firewalls, Storage).
- Automated infrastructure using Terraform, Ansible, ARM/Bicep, ensuring consistent, compliant environments.
- Managed and hardened Linux systems and Azure networking (DNS, NSGs, VPN Gateways, App Gateways, TLS).
- Deployed microservices with Docker and AKS, using Helm for configuration management.
- Built CI/CD pipelines with Azure DevOps & GitHub Actions including testing, security scans, and approvals.
- Implemented observability with Azure Monitor, Log Analytics, App Insights, Grafana.
- Strengthened security with IAM, RBAC, Key Vault, Defender for Cloud, vulnerability scanning.

Trilingual DevOps Support Engineer | Teknowledge | January 2023 – December 2024 | Full Time - Costa Rica, San Jose |

- Resolved complex CI/CD, Git, authentication, and infrastructure-related issues, improving customer deployment reliability.
 - Accelerated troubleshooting by identifying patterns and recommending automation improvements.
 - Provided technical guidance on Azure DevOps pipelines, Docker usage, and cloud integration strategies.
- Supported global clients in English, Spanish, and Portuguese, maintaining high satisfaction scores and low MTTR.

Help Desk | Seagate | January 2022 – December 2022 | Full Time - Costa Rica, Heredia |

Education

Bachelor's Degree of Software CENFOTEC University (In progress)

Certifications

CKA | Certified Kubernetes Administrator (In progress)

CSA | ServiceNow Administrator

Terraform Associate (003) | HashiCorp IBM

AZ-900 | Azure Fundamentals

Linux Essentials | Linux Professional Institute

CCNA I-III | Cisco Networking Academy

Certified Entry-Level Python Programmer | Python Institute

Skills

Cloud & Infrastructure: Azure, AWS, Docker, Kubernetes, Jenkins.

CI / CD & Automation: Terraform, GitHub Actions, Azure Pipelines, Ansible.

Version Control & Collaboration: Git, GitHub, Bitbucket, GitLab, Azure DevOps.

Programming & Scripting: Bash, Javascript.

Virtualization: VMware, Oracle VirtualBox.

Monitoring & Observability: Prometheus, Grafana & Azure Monitor.

Secrets & Configuration Management: Azure Key Vault, AWS Secret Manager, Hashicorp Vault.

Networking & Security: AWS VPC, Azure Virtual Network, Docker & Kubernetes Networking, Firewalls, VPNs, TLS, Security Groups.

Storage Technologies: SQL, Cosmos DB, BlobStorage and S3s