Luis F. Herrera

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EXPERIENCE

LEGAL & GENERAL INVESTMENT MANAGEMENT AMERICA | Platform Engineer / Site Reliability Engineer
SEPTEMBER 2023 – PRESENT | CHICAGO, IL

▪ Delivered technical support for trading and quantitative systems at LGIMA, enhancing operational reliability at one of the world's top investment firms managing over $3.2 trillion in assets.

▪ Resolved 20+ critical incidents across trading and quant platforms, significantly improving system uptime and reducing service disruptions within the CDP, Domino and ROSA platform.

▪ Upgraded and maintained the Domino Data Science platform for quant teams, improving performance and addressing workflow bottlenecks and network latency.

HYATT HOTELS CORPORATION | Senior Cloud Site Reliability Engineer
JULY 2022 – AUGUST 2023| CHICAGO, IL

▪ Maintained 99.9999% uptime across all marketing technology services at Hyatt Hotels, ensuring exceptional reliability and uninterrupted digital experiences for global campaigns and customer engagement using Serverless technology.

▪ Developed and utilized Terraform modules to establish robust observability practices, enabling efficient infrastructure management and monitoring across various services.

▪ Implemented AWS CloudWatch Synthetics to create synthetic API requests and built health checks for critical lambdas within the marketing technology organizations at Hyatt Hotels.

BLOCK FI | Site Reliability Engineer L4 > Site Reliability Engineer L5
MARCH 2021 – JULY 2022 | REMOTE

▪ Led the resolution of over 40 high-severity production incidents, frequently executing coordinated software rollbacks across distributed systems. Served as a key contributor to a global on-call rotation, ensuring platform resilience and minimizing service disruption through decisive, well-orchestrated incident management.

▪ Engineered observability for 30+ services using Prometheus and Grafana, enabling real-time metrics and alerting; developed automated CI/CD pipelines with GitHub Actions, and managed infrastructure provisioning via the Pulumi Python SDK—driving significant improvements in system reliability and operational agility.

▪ Successfully migrated 10+ CI/CD pipelines for Elixir and Node.js applications to GitHub Actions, leveraging Dhall for configuration templating to improve maintainability and deployment velocity across development teams.

VENDAVO | Site Reliability Engineer
SEPTEMBER 2019 – NOVEMBER 2020 | REMOTE

▪ Designed, architected, and documented a self-healing framework using Python, Run Deck, Confluence, and Icinga2, which led to improved application recoverability and visibility during APAC time zones.

▪ Strengthened incident response by automating infrastructure deployment and configuration in Azure using Terraform, Chef, and RunDeck—enabling rapid detection, isolation, and remediation of outages.

MEDLINE INDUSTRIES INC. | Infrastructure Automation Intern > Infrastructure Automation Engineer
DECEMBER 2018 – SEPTEMBER 2019 | NORTHFIELD, IL & CHICAGO, IL

▪ Designed and implemented a self-service provisioning portal in a hybrid cloud environment using vRealize Automation, Bash, and PowerShell—automating server builds and configuration management, and accelerating deployment timelines from six months to just two days.

ZEBRA TECHNOLOGIES | Systems Programmer Intern
DECEMBER 2018 – SEPTEMBER 2019 | LINCOLNSHIRE, IL

▪ Led remediation of a global Active Directory issue impacting 11,500+ users, managed 600+ printer queues, configured 60+ high-availability Windows Servers, and authored critical documentation—all using PowerShell and enterprise tools to ensure infrastructure stability and scalability.

MEDLINE INDUSTRIES INC. | Systems Administrator Intern
MAY 2017 – OCTOBER 2017 | MUNDELIEN, IL

▪ Administered and enhanced enterprise infrastructure across Windows Server (vSphere 6.0–6.5) and RHEL environments, built and configured ESXi hosts, automated network tasks with Python and Bash, explored containerization with vSphere Integrated Containers and Admiral, and led HIPAA-compliant erasure of 1,500+ drives.

CERTIFICATIONS

AZ-305
AZ-900
AWS CCP

PUBLIC SPEAKING & VOLUNTEERING

Instructor, Geek Squad Academy
Mentor, Greenwood Project
Instructor, RoboThink