Erick Vázquez

A servant leader with +13 years of experience that enjoys working with radical candid teams.

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METHODOLOGIES

Agile: Scrum, Kanban, Scrumban
Management: Staffing, escalations, motivation, conflict resolution, coaching, Intake Calls, Feedback, Scorecards, debriefs, PIPs

INFRASTRUCTURE

CVS: GitHub, GitLab, SVN, Bitbucket
Configuration: Ansible, OctopusDeploy
Provisioning: Terraform, Pulimi
Integration: Jenkins, Docker
Monitoring: Zabbix, Datadog, NewRelic

CLOUD PROVIDERS

AWS, GoogleCloud, Digital Ocean, Linode, ScaleWay, OracleCloud, Rackspace

DATABASES

DBMS: MySQL, PostgreSQL

INFRASTRUCTURE

Protocols: SSH, SFTP, DNS, SSL, LDAP
AppServers: Tomcat, Jboss, WildFly
WebServers: Apache, NGINX, IIS
Architecture: High Availability, Replication, Load Balancers, PITR, Disaster recovery
Hypervisors: VMWare, VirtualBox

OPERATIVE SYSTEMS

Linux: RHEL 6 & 7, Ubuntu, Debian, Alpine
Windows: Server, 98, XP, 7, 10, R2, 11
MacOS: 12 (Monterrey)

TECHNICAL WRITING

Writing Skills: User Manuals, Case Studies, Technical Reports, Policies and Procedures
Design Skills: Information Design, Information Architecture, Advanced Graphic Design

EDUCATION & CERTS

CSM - Certified Scrum Master
Alpha Consultoría - SCRUMStudy
2018 | License 667560

B.Eng. Electronics & Communications Engineering: Computer Science option
National Polytechnic Institute
2011 - 2015 | License 10347988

EXPERTISE AREAS

- Business Analysis
- Technical Writing
- IT Systems Design
- Team Building
- Infrastructure as Code
- Agile frameworks

IT MANAGER | Solera, FTE

2 years | Sep 2020 - Current
Reporting to the Cloud Infrastructure, Sr. Director of Global IT (NA, EMEA & APAC)

- Manage a team of 12 DevOps Engineers as a Tier 2 operations group supporting cloud infrastructure in 32 AWS cloud accounts
- Screened, hired and mentored P2 & P3 candidates accross US, MX, BR, IN
- Collaborate with engineering to pass along requirements for development and improvement at the Tier 3 Strategic and Tier 4 Architecture levels
- Delivered over +100 runbooks, of repeatable tasks to T1, with a 50% reduction in MTTA and MTTR P1 events
- Maintain & improve stakeholder relations with product management to ensure on-time, seamless delivery of infrastructure requests 40k servers

SENIOR IT DEVOPS ENGINEER | Omnitracs, FTE

2 Yr 8 mth | Apr 2017 - Sep 2020

Reporting to the Sr Manager of the Cloud Operations and Governance team

- Maintained CI/CD pipelines in an hybrid on-premise/cloud environment
- Wrote +50 runbooks, procedures, diagrams & technical papers
- Rolled out Monitoring as Code monitoring strategy for Datadog

LINUX SYSTEM ADMINISTRATOR | Palco4, Contractor

3 years | Jan 2015 - March 2018
I managed the access control for venues and stadiums in MX, CL, SP, UK

- Supported a fleet of 100 servers in Linode and Digital Ocean
- Troubleshooted end-customer and internal technical team needs
- Centralized the monitoring using Zabbix

PROFESSIONAL SERVICES CONSULTANT | Equifax, FTE

3 years | Apr 2015 - Nov 2018
Financial Sector, Customer facing position dealing with banks and collection agencies.

- Implemented the 1st credit score system for collection agencies
- Trained new consultants assigned to financial institutions
- Removed technical barriers to help sales and help close business

EVEN MORE ROLES (>5 YEARS OLDER)

NOC ANALYST | Ahorratec, FTE

3 years | Feb 2012 - March 2015
Technology based startup for energy monitoring.

- Monitor and support vCenter and Cloud Infra
- Provide 24/7 support to production environments
- Work in 1ST level support issues

SOFTWARE DEVELOPER Contract

1 years | Jan 2010 - Jan 2012
Public sector, Bank of Mexico's technology museum.

- Software development for automated payment devices
- Sourcing of electronic samples for prototypes
- Provided Help-desk level 1 technical support

PUBLICATIONS

2016	Paper	*Non-Intrusive Load Monitoring (NILM) for Residential Electrical Systems* (🔗)
2015	Thesis	*Diseño, Construcción y Desarrollo de un Sistema de Monitoreo Eléctrico con interfaz web* (🔗)
2014	Article	Design and Implementation of a 10Amp Linear Power Supply (🔗)

ABILITIES

☑ Relies on trust and cooperation to boost productivity.

☑ Can dive into the unknown and create clarity amidst chaos.

☑ Has both, strategic, and technical thinking.

☑ Mentored teams across multiple countries/ Geo's

☑ Remotely managed team-members of all ages, generations.

☑ Can work anywhere in the world

PERSONALITY

A one man shop, who can seamlessly switch roles in an instant to help document requirements, design interfaces, test new features, automate a process, deploy a release, drive an outage, architect a solution, manage a team... Erick is the ultimate team player, and his primary focus is making sure everyone else is supported in getting their work done for the betterment of the team, project, and organization.

SEMBLANCE

Spent his formative years working in small teams where he had to be everywhere and do everything in order to be successful. His broad base of experience performing multiple roles means that not only he is willing to help, but his help is always valuable. His multi-role/multi-functional background will often come at the expense of deep experience in any one area. As a result, might require the support of specialized experts to compensate for my above average yet generalized proficiency. Despite this, Erick provides value through a wide array of talents.

SHOWING APPRECIATION

- Appreciates when the people seeking his help are mindful of his tasks and are considerate with his time.
- Greatly appreciates the team acknowledging him as a valuable member despite his ability to perform in multiple roles.
- Sometimes works too much... in order to complete the job and helping others, appreciates being granted time off to recover.

OBJECTIVE

I have been all over the place... public sector, private sector, finance, multinationals, startups... The constant on my career is always doing the right thing, over doing the quick thing, I have found my call, mentoring and improving other people lives, and have become very efficient at it, I manage by providing my teams the freedom to be their best best, while also providing support whenever they need it. This is why, I am extremely excited about the possibility to nail down an interview and I would appreciate the opportunity to personally demonstrate how I can help you, and the company achieve its objectives.