

# Joe Martinez

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## SUMMARY

Experienced DevOps Support Engineer with 3 years of experience in CI/CD, monitoring, and observability. Proficient in managing infrastructure and ensuring smooth deployment processes.

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## SKILLS

**Technical Skills:** CI/CD, Github Actions, Azure DevOps, Aws, Docker, Kubernetes, Aws, Terraform, Bash, Linux, Prometheus, Grafana, Splunk

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## EXPERIENCE

### DevOps Support Engineer | Ionic at OutSystems | Remote | September 2023 - Present

- Conducted comprehensive debugging of customer applications and pipelines, developed proof-of-concept demonstrations, and showcased seamless integration with multiple services including GitHub Actions, Azure DevOps, and AWS S3.
- Facilitated the adoption of DevOps tools among enterprise clients by conducting CI/CD onboardings and pipeline reviews, ensuring smooth integration and deployment processes.
- Specialized in resolving technical issues and optimizing CI/CD processes for Cordova + Capacitor applications using Appflow, a mobile DevOps platform.
- Identified and reported on customer usage trends to aid in prioritizing product updates and enhancements, contributing to continuous improvement in customer satisfaction and product reliability.
- Collaborated closely with the engineering team to escalate urgent issues, communicated the business impact of these issues, and ensured timely resolutions that minimized customer disruption.
- Debugged complex issues across web, Android, and iOS platforms, creating detailed test cases that expedited troubleshooting and resolution by the engineering team.

### Service Assurance Engineer III | American Express | January 2021 - September 2023

- Facilitated collaboration and dialogue between production and development teams.
- Created a suite of automation tools using Python to decrease day-to-day toil by up to 5%.
- Led annual certificate/DR initiatives to ensure secure and stable file transfers between partners.
- Resolved over 98% of the technical issues from customer inquiries within 24 hours, reducing customer frustration and improving customer satisfaction.
- Ensured a 99.998% availability with Monitoring and Observability tools such as Splunk, Prometheus, and Grafana.

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## PROJECTS

### Cloud Resume | joe-martinez.com

- Leveraged AWS services such as S3, CloudFront, API Gateway, Lambda, and DynamoDB to create a serverless architecture.
- Wrote Lambda functions in Python to handle back-end processing.
- Managed Infrastructure as Code with Terraform for efficient resource provisioning.
- Implemented a CI/CD pipeline using GitHub Actions for seamless updates and deployments.
- Ensured secure handling of AWS credentials during the development and deployment process.

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## EDUCATION

**Bachelor of Science in Information Technology | Florida International University | Miami, FL | 2021**

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## CERTIFICATIONS

**Amazon Web Services Solutions Architect - Associate | 2023**

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