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Michael Barcelo

DevOps Engineer

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DevOps Engineer with 9+ years of experience automating infrastructure, optimizing CI/CD pipelines, and scaling observability across enterprise and hybrid cloud environments. Skilled in Python, PowerShell, Ansible, Docker, and Azure DevOps with expertise in infrastructure-as-code and cloud-native deployments (Azure, AWS). Proven ability to lead cross-functional teams, streamline workflows, and implement mission-critical monitoring solutions.

SKILLS

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|---------------------------------|--|
| DevOps and Cloud | Azure, AWS, GCP, Ansible, Docker, Terraform, Service Fabric, Azure DevOps, Octopus Deploy, CI/CD Pipelines |
| Monitoring/Observability | Dynatrace, Prometheus, Application Insights, ServiceNow Integrations |
| Automation and Scripting | Python, PowerShell, Bash, API Development |
| Systems Administration | Linux (Ubuntu, Rocky, CentOS, RHEL), Windows Server, SQL Server |

TECHNICAL EXPERIENCE

DevOps Engineer **Apr 2021 — Present**
Assurant Inc. *Miami, FL*

- Led the Dynatrace Support Team, training and onboarding of a 15-member offshore Tier 1 team to manage 100+ tickets weekly, freeing senior engineers for high-priority projects.
- Designed and deployed end-to-end automations that integrate ServiceNow subflows with Ansible playbooks, streamlining onboarding/offboarding applications, Service Fabric cluster updates, and maintenance window scheduling, saving 100+ engineering hours quarterly.
- Built and maintained CI/CD pipelines in Octopus Deploy and Azure DevOps, supporting multienvironment and multiregional enterprise deployments for global teams.
- Expanded observability by developing custom Dynatrace monitoring strategies for web apps, backend services, and cloud resources, increasing coverage to 50% of Assurant's footprint.
- Automated BizTalk application onboarding, certificate management, and Service Fabric cluster tasks with Python and PowerShell, reducing manual intervention and downtime risk.
- Established documentation standards and created process frameworks for both internal and offshore support teams, improving knowledge transfer and consistency.

Systems Administrator Assistant **Dec 2019 — Mar 2021**
Florida International University, Division of Information Technology *Miami, FL*

- Developed PHP-based APIs and Python automation scripts to integrate Zoom infrastructure with executive dashboards and improve virtual learning analytics.
- Led a cross-functional team to plan and execute the network onboarding of 287 classrooms across all campuses, improving troubleshooting response time and reducing annual costs by an estimated \$10,000 annually.

Media Systems Administrator (Cloud Automation Specialist) **Jan 2019 — Dec 2019**
Florida International University, College of Medicine *Miami, FL*

- Overhauled the cloud video processing workflow for the Center of Children and Families using a Django web app with automated transcoding and upload to a Haivision-managed cloud, saving the college an estimated \$625,000 from external vendor fees.
- Managed CentOS Linux servers powering media processing and security camera infrastructure, ensuring continuous availability and data integrity.

Student Assistant **Dec 2017 — Jan 2019**
Florida International University, Division of Information Technology *Miami, FL*

- Developed a PHP-based inventory system with regression-based predictive analytics while maintaining Red Hat and CentOS servers supporting classroom smart technologies across all FIU campuses.

EDUCATION

Master's of Internet of Things (IoT), *Florida International University* • 3.6 GPA 2023
Bachelor's of Computer Science, *Florida International University* • 3.15 GPA 2021

CERTIFICATIONS

- **Amazon Web Services (AWS):** AWS Cloud Practitioner, AWS Developer
- **Microsoft:** Azure Fundamentals, Azure Developer Associate, DevOps Engineer Expert
- **Github:** Github Fundamentals, Github Actions
- **IBM:** Software Engineering Fundamentals
- **Google:** Prompt Engineering, Cloud Digital Leader, Associate Cloud Engineer