

# ADRIAN ORTIZ

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[PORTFOLIO](#) | [GITHUB](#) | [LINKEDIN](#)

LANGUAGES		DATABASES		FRAMEWORKS	TOOLS
• Python	• Bash	• PostgreSQL	• MongoDB	• Docker	• Ansible • Jenkins
• Java	• HTML5/CSS3	• MySQL	• AWS S3	• Kubernetes	• Terraform • Git/Gitlab

## TECHNICAL WORK EXPERIENCE

**Associate Site Reliability Engineer - Workday - Enterprise Cloud Applications for HR and Finance** **July 2022 - Present**

- Exposed to the full Workday stack from frontend to the backend while patching production environments to meet SLA requirements.
- Contribute to the enhancement of Ansible playbooks and Automation needed for the weekly Production Patch.
- Contributor to cloud project that leverages Kubernetes, Jenkins, AWS, Docker, and Python.

**Associate QA Engineer - Veeva Systems - Cloud Software for Life Sciences** **Oct 2019 - June 2022**

- Built and designed Cucumber with Java automation tests in response to the company's need for Behavior Driven Development.
- Participated in release night validation for both limited and general releases, utilizing a variety of tests including Smoke.
- Built and implemented an AWS Linux server using Ansible, Bash, and Java, which optimized single sign-on testing.
- Resolved a real-time outage by leveraging the CLI and TCP/IP knowledge resulting in increased performance and server uptime.
- Leveraged knowledge of Information Systems to design and employ a Windows ADFS Server using Powershell and MFA, which reduced load time by 50%.
- Integrated SAML and OAuth protocols using an AWS EC2 Elastic IP address, allowing for reduced time complexity and improved user experience.
- Applied custom Python, Selenium IDE, Postman API, and JMeter scripts to ensure no session loss for end-users during the OS patch of the authentication servers.
- Incorporated negative scenarios for testing core services such as Memcached, MySQL, Nginx, and Route53, which optimized the core services for use in Production.

**I.T. Support Specialist - Penumbra, Inc. - Innovative Medical Devices** **Mar 2019 - Oct 2019**

- Employed and implemented the zero-touch framework for company Macs using JAMF, reducing setup time by 90%.
- Leveraged Service Now's custom scripts resulting in increased response time and Improved user experience.
- Managed and trained 2 IT Specialists on how to implement best practices, thus, ensuring proper knowledge transfer.

**Helpdesk Technician, Tier II - RWS Life Sciences - Document Translations** **Oct 2017 - Mar 2019**

- Initiated and owned QA testing of new features for Aurora, an AWS-based system, which increased the performance of the developers by 70%.
- Managed and ran various scripts to migrate legacy records and ran archives to network servers resulting in 25% more efficiency, which saved the company tens of thousands of dollars.

## EDUCATION

**DevOps Engineering - Techworld with Nana, Online DevOps Bootcamp** **Currently Enrolled**

- Online DevOps Engineering Bootcamp, consisting of multiple projects and DevOps foundations.

**B.S. Business Information Systems - San Francisco State University** **Graduated - May 2017**