Alejandro Guzman

DevOps Engineer
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PROFESSIONAL EXPERIENCE

Microsoft   **Atlanta, GA**
Senior Software Engineer   *Sep 2024 – May 2025*
- Reduced Recovery Time Objective (RTO) to under 5 minutes by implementing a multi-region BCDR strategy with secondary Service Fabric clusters, Azure Traffic Manager failover, DNS automation, and TLS certificate handling, validated in live drills
- Owned and achieved 100% compliance across dozens of cybersecurity controls across 20+ microservices by delivering Secure Future Initiative (SFI) Waves 1-5
- Enabled on-time delivery of greenfield AI features for content platform by driving authentication, networking, and DNS integration used by 100+ internal users post-launch

Software Engineer II   *May 2022 – Aug 2024*
- Decreased environment provisioning time by 90% by engineering production-grade Infrastructure-as-Code Azure Pipelines and reusable Bicep modules, replacing manual deployment processes and reducing outages and configuration drift
- Integrated Apollo Federation and Envoy JWT ext_authz for secure service-to-service auth; automated TLS cert rotation via Go background service on Azure Service Fabric, eliminating manual ops and improving query performance through decoupled sourcing
- Led delivery of complex infra/security projects from vague requirements to production. Scoped technical work, developed automation, and guided teammates shortening implementation cycles by 15% and improving cross-team collaboration efficiency

SAP Concur   **Buckhead, GA**
Senior Software Engineer   *Nov 2019 – May 2022*
- Delivered multimillion-dollar revenue annually by building and maintaining 12+ microservices in Go, Java/Spring, and Kotlin, supporting critical user-facing features
- Standardized Kubernetes deployments by migrating from internal manifest tooling to Helm, implementing Jenkins-based CI/CD, and migrating from on-prem clusters to AWS EKS, cutting maintenance costs by 40% and improving developer satisfaction scores
- Led tenant data migration effort using internal migration orchestration system backed by Temporal.io
- Introduced sidecar pattern with mTLS support in Kubernetes pods for credit card encryption/decryption, reducing latency by 20% and streamlining service integration
- Secured $5M+ in government contracts by leading FIPS compliance effort for 4 backend services
- Enabled 100% regulatory compliance at scale by designing Python scripts automating GDPR request handling and expired data and managing recurring operational jobs via cron jobs in Kubernetes

CollabNet (acquired by Digital.ai)   **Atlanta, GA**
Infrastructure Engineer   *May 2019 – Oct 2019*
- Increased deployment velocity by automating and operating Kubernetes cluster operations in AWS using Kops, Terraform, and GitOps workflows and collaborating with remote teams in India

Software Engineer   *May 2017 – May 2019*
- Decrease initial infrastructure costs by 80% by integrating containerized automation capabilities that originated from side project into a greenfield project management system
- Delivered critical integration by adding JWT support in backend APIs using python-jose library

- Integrated disparate systems for new customer provisioning using asynchronous background tasks in Python and authoring NPM package for generating CI pipeline in with Jenkins integration
- Shortened developer onboarding provisioning by 70% and fostered more reliable and repeatable demo/test environments by building a cross-platform deployment workflow using Docker, Package, Terraform, Vagrant, and AWS

VersionOne (acquired by CollabNet)   **Alpharetta, GA**
Software Engineer   *May 2016 – Jul 2017*
- Shipped key frontend and backend features for metrics and analytics modules using Python, React/Redux, jQuery, and MongoDB, directly contributing to core product functionality used by 1000+ enterprise users weekly
- Resolved 50+ full-stack defects by triaging issues, collaborating with stakeholders, and pair-programming with senior engineers, improving sprint delivery pace and release quality

EDUCATION

Georgia Gwinnett College (GGC)   **Lawrenceville, GA**
B.S. Information Technology, Software Development

Honors & Awards: Graduated magna cum laude, 1st place in Database Design – Apr 2016 National Collegiate Conference (NCC) in Chicago

SKILLS
Azure (Service Fabric, DevOps, Pipelines, App Gateway, App Configuration, Bicep, ARM, Key Vault, MSI)
Terraform, Kubernetes, Helm, Docker, Vault, AWS
Python, Go, C#, Bash, PowerShell, Java, TypeScript, SQL
CI/CD, Infrastructure-as-Code, System Design, Distributed Systems, BCDR
Entra ID, OAuth2.0, JWT, TLS/SSL, RBAC
Monitoring & Observability (App Insights, Prometheus, Grafana)
Git, Jenkins, Agile, JIRA