

Carlos Engels

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Professional Summary

Site Reliability Engineer with strong expertise in AWS, Kubernetes, Terraform, and CI/CD pipelines using GitLab. Experienced in building and automating resilient cloud infrastructures. Former audiovisual systems engineer with a passion for threat mitigation and cloud security. Skilled at troubleshooting, technical documentation, and delivering scalable backend solutions.

Skills

- Cloud & Infrastructure: AWS (Certified Practitioner), Terraform, Kubernetes, CI/CD with GitLab
- Programming & Tools: Python, Java, Bash, Linux CLI
- DevOps & SRE: System Monitoring, Troubleshooting, Application Support, Technical Documentation
- Security: Threat & Vulnerability Awareness, Network Security, CompTIA Security+, CompTIA Network+
- Languages: English (Native), German (Native), Spanish (Native), French (Professional Working)

Certifications

- AWS Certified Cloud Practitioner
- CompTIA Security+
- CompTIA Network+
- Create Python Linux Script for Disk Usage Reporting
- Command Line in Linux

Professional Experience

Vertafore - Site Reliability Engineer

Apr 2023 - Present · Denver, CO

- Supported on-premise/cloud apps; drove migration efforts to AWS.
- Enhanced infrastructure monitoring and CI/CD pipelines with GitLab.
- Collaborated with internal teams and stakeholders for scalable solutions.

Twilio - Audiovisual/IT Services Engineer

Oct 2021 - Oct 2022 · Denver, CO

- Maintained AV systems; provided global Zoom support and documentation.
- Led setup and troubleshooting for large-scale webinar events.

Astreya @ Google - AV Lead & Engineer Roles

Nov 2017 - Oct 2021 · Boulder, CO

- Managed AV ops across the Americas; trained technicians and refined SOPs.
- Handled on-site/remote support for conferencing and UX lab systems.
- Optimized ticket routing and workflows for global service coordination.

Sound Performance - AV & Home Automation Technician

Sep 2016 - Oct 2017 · Coral Gables, FL

- Designed AV layouts (AutoCAD); installed Lutron lighting/shading systems.

Earlier Roles

- Ravinia's Steans Music Institute - Production Intern
- Levine Events - Event Tech Manager
- Ministry Recording Group - Assistant Engineer
- Berlin Music Week - Stage Manager

Education

- BloomTech - Backend Development Bootcamp (Oct 2022 - Apr 2023)
- SAE Institute Germany - B.A. in Audio Production (2013 - 2015)
- Deutsche POP Berlin - Degree in Music Production (2011 - 2012)