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)