Davyd Ramirez

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Executive Summary: DevSecOps, SRE, Site Reliability Manager with infrastructure & application experience.

***Core competencies include:***

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| * ITIL and Engineering Manager | * Kibana and Docker | * Linux |
| * Budget Creation and Monitoring | * Partnership Development | * Release Management |
| * Application / Operations Engineering | * Site Reliability | * Production Support |

**EXPERIENCE**

**Senior Site Reliability (SRE) Lead, July 2023 – Present**

Seed Innovations (Artificial Intelligence Government Contractor) - Remote

Support production and development applications in all phases of the AI product rollout as SRE Lead. Team of 5 with Amazon Web Services (AWS) and Azure utilizing best DoD practices.

***Position Insights:***

* Develop and maintain secure, scalable, and resilient software solutions for Department of Defense (DoD) environments.
* Automate infrastructure deployment using Terraform, Ansible, and Kubernetes (AKS) to enhance system reliability and reduce deployment time.
* Manage CI/CD pipelines in GitLab, optimizing build, test, and deployment workflows for mission-critical applications.
* Design and implement high-availability containerized applications using Kubernetes and Flux GitOps.
* Improve logging and monitoring by configuring Logstash, Azure Monitor, and Slack notifications for critical alerts.
* Implement **automated security compliance checks** to align with DoD cybersecurity standards.
* Lead efforts in **container hardening and DoD image compliance**, ensuring only approved base images are used.
* Drive **Infrastructure as Code (IaC) best practices**, reducing manual interventions and enhancing operational efficiency.
* Collaborate with cross-functional teams, including security, operations, and development teams, to improve DevSecOps workflows.
* Document best practices and develop internal **technical guides** for onboarding new engineers and improving knowledge transfer.
* Support mission-critical systems by troubleshooting and resolving **networking, performance, and security issues** in a high-security environment.
* Reduced **deployment time by 50%** through improved CI/CD automation and Kubernetes optimizations.

**Senior Site Reliability (SRE) Manager, December 2021 – July 2023**

Cognitive Scale (Artificial Intelligence PaaS company) - Remote

Support production and development applications in all phases of the AI product rollout as SRE manager. Team of 5 with Amazon Web Services (AWS), Azure and Google Cloud Platform (GCP) utilizing best practices.

***Position Insights:***

* Support development & release schedule for PaaS (Cortex) and SaaS (Truststar powered by Cortex)
* Utilize Docker, Kubernetes, Redis, Databricks, DataDog, Linux, Jira, Ansible, GoCD, Hashicorp Vault, Terraform, MongoDB, Snowflake, PagerDuty and Elastic while keeping cost-effective techniques.
* Responsible for cloud infrastructure budget ($2M+) for Prod/Stage/Dev environments.
* Remote support for clients who deploy PaaS solution on internal infrastructure
* Work closely with the software engineering and Customer Success teams for product releases and bug fixes and be responsive to client requests and tickets
* Hands on DynamoDB, Aurora, Postgres application backend to update databases
* CI/CD replaced Jenkins with GoCD cloud solution for continuous deployment
* Accountable for Service Level Agreements (SLA), SLO, and associated metric

**Senior Site Reliability Engineer, March 2018 – July 2021**

OnDeck (Largest online small business lender in the U.S.) - Arlington, VA

Support production systems in all phases of the business loan service delivery as Level 2 support. Customer facing websites and loan applications, aggregating public information on the merchant and business, complex and fast decisioning processes to underwrite the loan, and customer support for issues with payments. 24X7 production support team across three countries.

***Position Insights:***

* Utilize ITIL process to track Incidents of all nature and remove repetitive procedures that do not add value for Operational Level 2 teams using Python and Linux scripting.
* Access highly available servers (Data Center and AWS) along with managing partner API endpoints for triaging issues. Support 2000 partners for lead generation --v$100M+ sales per fiscal quarter. Support NACHA (ACH) and Wire payment management to support over 100,000 small businesses.
* Manage P1/P2 bridges for production outages from Incidents or Changes in the network.
* Utilize Docker, AWS, Zabbix, Linux, Cyberark, ServiceNow, Salesforce, Skybot (HelpSystems), Ansible, Jenkins, Hashicorp Vault, IDology, Finicity, Jira, Confluence, Experian AMS, PostgreSQL, MongoDB, Snowflake, ActiveMQ, New Relic, PagerDuty and ELK (Elastic, Logstash, Kibana)
* Responsible for ITIL Change Release Management of all microservices for production environment and testing on staging environments for any emergency changes in the production network.
* Responsible for Tools budget ($2M+) for Operations and Enterprise with a successful negotiation of price reduction on three major service contracts with our sourcing team.

**Senior Site Reliability Engineer, March 2017 – February 2018**

Fannie Mae - Reston, VA

Manage Securities Accounting application for tracking Mortgage-Backed Securities (MBS) through their accounting and reporting lifecycle. Use multiple middleware applications including Informatica, Tibco, SimCorp, CA Automation (Autosys). 24X7 team tracking billions of dollars of transactions.

***Position Insights:***

* Part of Level 2 support team working on escalations from Level 1 Operational team. Review logs and make recommendations based on ITIL requirements. Escalate to specific application Level 3 Development teams.
* Develop scripts to support application inter-operations using Python.

**DevOps Engineering Lead, February 2014 – December 2016**

Visa, Inc. - Ashburn, VA

Manage all internet connections securely and managed 100’s of internal Windows 2012 and Red Hat Linux servers for processing and monitoring of ATM Debit transactions. Worked in shared services for Tools group for external clients for Visa in development of secure monitor interfaces for transaction monitoring. Team Lead for Level 1 and Level 2 response teams for production support.

***Position Insights:***

* Assigned as team lead in specialized endpoint monitoring tool (Gasper) because of technical acumen.
* Retired 20-year-old solution, replacing oldest and largest customer facing tool overseeing RFP.
* Integrated Tandem servers with ESQ solutions for Data Center moves for Disaster Recovery.
* Review middleware and application triaging issues on Tomcat or IIS depending on business needs. Application configuration and scripting required to resolve most issues.

**Design Engineering Manager, April 2012 – January 2014**

Sprint Nextel - Reston, VA

Managed a team of over 10 Design engineers for Sprint Direct Connect team for various upgrades and major releases for both Customer Equipment and MSO equipment for the world-class Sprint application. Maintained schedules for upgrades and developed solutions for various vendor integrations.

***Position insights:***

* Release two flag ship Sprint Direct Connect phones for network deployment with no delays
* Developed multiple emergency patch upgrades for outages due to third party design constraints

**EDUCATION**

**Master of Business Administration (MBA),** 2006–New York University, New York, NY

Double Major Finance and Information Systems

♦Stern Consulting Corps (Coalition for the Homeless) ♦ Assoc. of Hispanic and Black Business Students

**Bachelor of Science in Engineering (BSE),** 1995 – Princeton University – Princeton, NJ

Electrical Engineering with a concentration in Information Systems.

**SKILLS**

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| * ITIL v3 Certification | * AWS SAA-C02 Cert Expires 11/2024 | * Site Reliability Engineering |
| * Python & Bash Scripting | * Terraform Assoc (002) Expires 12/2024 | * Management Experience |