GILBERTO ROSARIO, MS, CIS
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OBJECTIVE

A results driven IT professional seeking for a technical opportunity in a challenging environment with strong emphasis on driving change using innovated technology within enterprise knowledge management, distributed computing, e-Business, and system engineering and design. Securing a position that exhibits and orientates my ability towards successfully leveraging technical infrastructure specifications maximizing operational efficiencies and exceed expectations. Providing the opportunity to integrate my abilities by collaborating with cross-functional teams in translating highly complex system analysis within a diverse and comprehensive business environment.

TECHNICAL PROFICIENCY

- Experience with SSL, HTTPS, and digital certificates
- Familiarity with network tools such as Wireshark, TCPView, Netmon, Nmap, and Nessus
- Some Java, JavaScript, Python and SQL Programming
- Web Server maintenance and administration of Windows IIS, Red Hat Enterprise Linux Jboss & Apache environments
- Working knowledge of OS Platforms in (Windows, UNIX, Linux, RHEL)
- Experience with scripting languages, such as Perl, Bash, ksh, some Powershell
- Websphere application server 7.1 and 8.5 administration and configuration
- Familiarity with various system monitoring products including IBM Tivoli, Splunk, Dynatrace, and Sitescope
- Working knowledge of Incident and Change management using tools such as ServiceNow
- Working knowledge of SCRUM/Agile tools such as Rally and Kanban
- Familiarity with DevOps & CI/CD tools such as (Chef, Jenkins, XLDeploy ,Github, Gitea, Jfrog Artfifactory, Ansible, Terraform)
- Experience with containerization tools such as Docker, Kubernetes, and Openshift
- Working knowledge with cloud and related technologies in (GCP, AWS & Azure)

PROFESSIONAL EXPERIENCE

Sysdig Inc, San Francisco, CA (Remote)   **(2023 - Present)**
Senior Customer Reliability Engineer – Kubernetes & Cloud Support Engineer

Astronomer, Inc, Cincinnati, Ohio (Remote)
Senior Customer Reliability Engineer – Kubernetes & Cloud Support Engineer   **(2022 – 2023)**

- Worked directly with customers and prospects to develop solutions for optimally deploying their infrastructure and to resolve technical issues.
- Collaborated with Solution Engineering and SRE teams in providing Kubernetes platform subject matter expertise and consulting services
- Conducted technical troubleshooting sessions with internal team members and customers.
- Drove improvements to processes and design enhancements for automation to continuously improve the hosted cloud environments (AWS, GCP, Azure).
- Worked with development teams to investigate sophisticated performance and reliability issues and help them to resolve them.

- Triaged and documented bugs and enhancement requests as seen in the field, and through reproduction
- Mentored other team members specifically in container technologies delivered via PaaS offerings in private and public cloud.
- Engaged in a key role in the formulation of reliability processes and procedures in support of customer implementations of Astronomer PaaS within their on-prem or hosted environments.

UnitedHealthcare Group/Optum Technology, Hartford, Connecticut **(2014 – 2022)**
Principle I/O Engineer – Principle Openshift/Kubernetes Admin/Engineer **(2019 - 2022)**
Lead Software Engineer - Lead Openshift Admin/Engineer **(2018 – 2019)**

- Provided direction in the analysis, design and implementing of complex RedHat Openshift Container Platforms for multiple federal projects using compliance policies based on the Federal Information Security Management Act (FISMA).
- Provided direction in establishing security base guidelines for the Openshift platform based on NIST frameworks and guidelines.
- Built solid working relationships with internal users and architecture teams.
- Created fully automated using Ansible and Git CI to build and deploy infrastructure and processes for multiple projects
- Developed docker images to support Development and Testing Teams and their pipelines; distributed Jenkins and ElasticSearch, and Kibana (ELK & EFK) etc.
- Developed scripts for build, deployment, maintenance and related tasks using Jenkins, Docker, Python and Bash
- Lead daily team meetings using Agile strategies for software development lifecycle.
- Worked closely with Developers, Architects and operations to rollout and deploy pipeline components specific to the use of the Openshift Container Platforms.
- Investigated production problems, perform root-cause analysis and develop post problem analysis and resolution reporting.

UnitedHealthcare Group/Optum Technology, Hartford, Connecticut **(2014 – Present)**
Senior Technical Architecture Analyst **(2014 – 2018)**

- Designed, oversaw, and implemented complex Adobe Experience Manager (AEM/CQ 5.6.1, 6.0. 6.1, 6.2, 6.3) solutions (author, publish and dispatcher) from scratch using DevOps technology including Chef, Openshift, Docker, Jenkins, XLDeploy, HP Automation, RapidDeploy, and HP Operations Orchestration (HPOO).
- Responsible for designing and implementing integration of LDAP, Layer7, Siteminder and Apache configurations such as SSL/TLS for web application projects.
- Worked on reviewing colleagues'AEM Infrastructure code and designs within github and Jfrog Artifactory and provide feedback and recommendations.
- Consulting with and negotiating with web server and infrastructure administrators to support infrastructure changes, stability, monitoring, and performance. Including but not limited to; Apache Dispatcher configuration, load balancing (F5), server and application maintenance, back-ups, disaster recovery, etc.
- Working knowledge and understanding of the following: Apache Sling, Apache Felix, Apache and App server logs, OSGi, RESTful web services, Javascript, jQuery, AJAX, JSON, HTML, CSS, and familiarity with SOLR/Lucene.
- Worked with web applications on developing and implemented apache rewrites/redirects within Apache/Dispatcher vhost configurations.

AETNA, Hartford, Connecticut **(2005 – 2014)**
Web Systems Engineer **(2012 – 2014)**

- Built web infrastructure environments for development, integration, QA, Stage and Production web application server environments, including WebSphere and Microsoft IIS to support application deployment.
- Performed web infrastructure software installs and upgrades.
- Monitored overall capacity / performance of application and web server environment and perform necessary diagnostic and tuning for j2ee compliant application servers as well as Microsoft IIS servers. Tune web infrastructure components (Java Virtual Machine attributes) for optimal performance for both system and application goals.
- Provided input, planning and support for disaster recovery for the web infrastructure tier.
- Supported stress testing and monitoring of applications deployed in the web infrastructure. Consult as necessary to assist in identifying performance and behavior issues with web applications and their impact to the application server behavior.

- Worked closely with application developers and architects on application system design and user interface needs and objectives. Participate in all phases of development and implementation as well as provide support on product specific technical questions and reviews of business requirements.
- Diagnosed, isolated and debugged software problems and perform problem resolution. Work closely with software vendors to troubleshoot, diagnose and resolve software issues within products. Capture necessary diagnostic information (i.e. traces, dumps) to provide to vendor.
- Provided 7x24 technical support for web infrastructure tier, including both software product and application issues.

AETNA, Hartford, Connecticut
Systems Performance Engineer **(2010 – 2012)**

- Identified system performance, and availability related issues impacting the organization.
- Problem resolution, improvement resource consumption, provide design modifications and implement operational support. Tune systems resources and recommend modifications to resolve performance and availability issues and improve resource consumption.
- Ensure that the infrastructure environment is sized and positioned with the appropriate hardware (mainframe and midrange processors, storage devices and other supporting equipment) to meet the business demand.
- Provide 7x24 problem resolution support using all of the available diagnostic tools including interacting with the user, the vendor and other technical areas.
- Recommended technical solutions to meet performance and fault tolerance requirements for distributed systems.
- Consult with customers regarding product usage, answers product specific technical questions and reviews business requirements.

AETNA, Hartford, Connecticut
Senior Technical Production Specialist **(2005 – 2010)**

- Utilized Mainframe/Midrange/Online scheduling processes to schedule batch jobs for complex business applications within assigned portfolio.
- Maintained single portfolio of complex applications with moderate to high business impact, or multiple portfolios with low to moderate complexity and business criticality.
- Exercised extensive knowledge and proactively manage business applications, environments, technology, and associated processes for assigned portfolio.
- Maintained awareness of environmental/technological enhancements. Effectively market potential improvements to business, application development, project management and IT Infrastructure organizations.
- Coordinated resources for upgrades/releases of business applications and or IT Infrastructure implementations relative to assigned portfolio.
- Proactively monitored and analyzed system events to mitigate risk scenarios and ensure stability of applications.
- Provided application/infrastructure support 24x7.
- Responded to daily operational issues.
- Maintained significant knowledge of Problem Management tools and assisted in resolution of day to day incidents involving business applications and IT infrastructure.

EDUCATION

- **WESTERN GOVERNORS UNIVERSITY,**
  Masters of Science, Information Security & Assurance (2012-2013)

- **QUINNIPIAC UNIVERSITY,** Hamden, CT
  Masters of Science, Computer Information Systems, May 2009

- **CENTRAL CONNECTICUT STATE UNIVERSITY,** New Britain, CT
  Bachelor of Science, Management Information Systems, May 2004

CERTIFICATIONS

- Certified Kubernetes Administrator (CKA) (cert id: LF-nx0rabvn9a)
- National Agency Clearance (NAC)
- EC-Council Certified Ethical Hacker   - EC-Council Computer Hacking Forensic Investigator
- SEI CMMI Appraiser   - Six-Sigma (API Yellow Belt Certification)
- Foundation Certification in Information Technology Service Management (ITIL)