Jose Roche

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ABOUT ME

Proactive and highly skilled Cloud Solutions Engineer with over 20 years of experience in global operations, cloud computing, and technology management. Expertise in designing, deploying, and managing scalable cloud solutions across Cloud and On-prem Infrastructure. Proven track record in leading cross-functional teams, ensuring high availability, and optimizing cloud costs. Passionate about solving complex challenges and driving continuous improvement and innovation.

WORK EXPERIENCE

Google   **04/2025 – Present**

Senior Solutions Consultant, 04/2025 - Present

Responsible for providing technical and operational guidance to assist customers in developing effective cloud strategies for planning, migrating, operating, and evolving within Google Cloud Platform. Acts as a subject matter expert facilitating discussions with various organizational teams—such as Developers, Operations, Security, and Senior Leadership executives—to support the planning, deployment, and construction of cloud-native solutions that are designed for availability, scalability, and reliability according to established best practices. Also assists in maintaining secure and healthy operational environments.

Amazon Web Services   **06/2019 – Present**

Senior Technical Account Manager, 06/2019 - Present

Customer advocate in charge of providing technical and operational guidance to help customers develop best-in-class cloud strategies to plan, migrate, operate and reinvent in AWS. I serve as a subject matter expert driving discussions across the organization's teams - Developers, Operations, Security and Senior Leadership executives, among others, to guide and help them plan, deploy and build cloud native solutions that are highly available, scalable and reliable using best practices, while proactively helping them keep their environments operating secure and in good health.

- Specialize in containers, resilience, and disaster recovery, addressing complex, distributed, and containerized workload challenges.
- Expert in Kubernetes and GitOps principles to build highly scalable and resilient infrastructure in the cloud.
- Successfully guided the migration of over 7,000 servers, 500 applications, and the sunsetting of 8 data centers, helping customers reduce AWS monthly recurring spend by over $100,000.
- Advised hundreds of customers on how to design, deploy, and operate Kubernetes-based workloads on EKS, serverless event-driven systems, and AWS cloud infrastructure.
- Lead customer facing workshops and engagements to ensure applications are reliable, resilient, and highly available. Led the expansion of offerings to the LATAM region.
- Certified Kubernetes Administrator (CKA), Certified Kubernetes Application Developer (CKAD), and experienced in infrastructure as code using AWS CDK, Pulumi and AWS Python SDK (boto3).
- Experienced operations engineer supporting customers troubleshoot operational issues impacting their cloud operations to identify, resolve and learn from these issues to avoid future impacts. I help them create post-mortem, runbooks, playbooks, designing tests and identify code changes to enhance their architecture and operations to enhance their operational excellence, encouraging a continuous learning mindset.
- Lead internal discussion within AWS in the adoption of Infrastructure as Code using the AWS CDK and actively participate helping others troubleshoot issue writing and deploying infrastructure with the CDK, SDKs and other Infrastructure as code tools.

Nielsen   **03/2010 – 06/2019**

Service Delivery Leader, 04/2015 – 06/2019

- Managed global operations with a $7M annual budget, leading over 50 people and 10 teams across multiple countries to ensure high-quality service delivery and performance.
- Designed and deployed a scalable SOA-based internal application for reference data systems, deployed in over 15 countries.
- Reduced P0 incidents by 80% through the creation of regional change control boards.
- Led the recovery of Puerto Rico operations post-Hurricane Maria using innovative fault isolation and multi-site deployment strategies, maintaining continuous operation.
- Present and talk during industry events, such as conferences, product launches, seminars, etc., as needed, to support the business from a subject matter expert in Nielsen Operations.

Latin America Media Operations Manager, 02/2014 – 04/2015
- I led the successful launch of the Czech Republic operation in a record time of three (3) months to comply with a challenging request by the local market. This included the data center design and deployment of needed technologies, creating partnerships with local providers for head-end hosting and reference generation and hiring, training and transferring the ongoing operation management to a local team.
- Led the integration and expansion of the Mexico operation. I led the hiring, training and redistribution of the local operations team. The project spanned three (3) years, where I:
    - Accelerated the integration of local operations with our global operations' best practices.
    - Expanded the country measurement from 4 cities measured to 27 cities.
        - This included the design and deployment of over 300 point-of-presence (1-2 racks small, agile data centers) sites to measure and create reference data for local stations to represent local viewership.

- Designed the strategy to operate the distributed technology.
- Planned and successfully performed a full hot-hot migration, with no downtime, to a new data center and the relocation of the operations teams.

International Television Audience Measurement (ITAM) Process Owner, 06/2013 – 02/2014
- I provided Subject matter expertise and end-to-end production support for Global Media Operations.
- Drove standardization and continuous improvement of processes and standard operating procedures throughout our global operations to decrease data delivery misses and comply with SLAs.
- Led the design and deployment of a global monitoring service using Zabbix to enhance the observability of our production systems consisting of thousands of servers across multiple countries and data centers.
- Developed training standards, material and best practices to improve consistency and quality of our global deliverables.
- Ensure all data received and exported (inbound/outbound shared information) is secure and integrated smoothly to new and/or existing environments throughout various Nielsen locations.
- Led global Business Process Improvements (BPI) initiatives.
- Managed multiple business solution integration with other applications and services.

IT & Operations Manager, 03/2010 – 06/2013
- Led the start-up of the Puerto Rico operation including the design and construction of the data center and the deployment and ownership of applications to support the local market.
- Led the audit process to obtain the Media Rating Council (MRC) accreditation, becoming the first country in Nielsen to be accredited on the first attempt.
- Led the Puerto Rico IT department (Help Desk and System Engineers) and all the resources owned by our team including Servers, Firewalls, Databases, Internet links, SAN, Clusters, VM environments, routers, switches, VPN, VLAN, Web Servers, Firewalls, Mail Servers, DNS Servers, DHCP Servers, File Servers, Database Servers, High-availability clusters, virtual Infrastructures, Storage Area Networks (SAN), Multisite hot standby disaster recovery infrastructures.
- Created and implemented disaster recovery playbooks and business continuity plans.

EDUCATION

Polytechnic University of Puerto Rico, San Juan, PR
Bachelor of Science in Electrical Engineering – Communication Systems & Controls

TECHNICAL SKILLS

- **Cloud Platforms:** AWS, Google Cloud Platform
- **Cloud Infrastructure:** EKS, EC2, EBS, RDS, VPC, ALB, Lambda, EventBridge, S3, API GW, SQS, SNS, DynamoDB, Firewall
- **Programming Languages:** Python, Node.js, SQL
- **Database Management:** MySQL, Postgres
- **Tools & Technologies:** Docker, Kubernetes, AWS CDK, Boto3, Pulumi, CDKTF, Git, GitHub Actions, ArgoCD, FluxCD
- **Architecture & Design:** Microservices, Serverless, Multi-Cloud, Hybrid Cloud

- **Security:** IAM, RBAC, Encryption, Compliance
- **Operational Excellence:** Leadership, Incident/Problem Management, Performance Management, Cloud Migration, Cloud Cost Optimization

COURSES/TRAININGS

Courses and trainings:

- The Linux Foundation - Certified Kubernetes Administrator
- The Linux Foundation - Certified Kubernetes Application Developer
- AWS - Certified Advanced Networking Specialty
- AWS - Certified DevOps Engineer Professional
- AWS - Certified Solutions Architect Professional
- AWS - Certified Solutions Architect Associate
- AWS - Certified SysOps Administrator Associate
- Google IT Automation with Python Certified
- Advanced Architecting on AWS
- Kubernetes Administration
- Systems operations on AWS
- AWS Migrations - AWS Area of Depth
- Running Containers on Amazon EKS
- AWS CDK
- Developing Serverless Solutions on AWS
- DevOps Engineering on AWS
- DevOps - Transforming and Improving Operations
- Web Programming with Python and Java Scripts
- Cloud Automation with Python
- Automating AWS with Python
- REST API Design with Python and Flask
- Python 100 days of code bootcamp
- Mastering Automation with Ansible
- Terraform for DevOps

- Advanced AWS Migrations Strategies
- AWS Cost Control
- AWS Cloud Financial Management
- AWS CloudFormation
- EMC VNX Unified Storage Deployment and Management training Course
- PMI Project Management Professional Course
- CISCO CCNA training