RICARDO HERRERA

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Profile

Infrastructure systems engineer with 7+ years of experience designing, building, and operating large-scale distributed systems. Proven expertise in cloud infrastructure, automation, and developer tooling that directly improves engineering velocity. Strong technical depth across systems programming, infrastructure-as-code, and operational excellence. Passionate about solving complex reliability and scalability challenges. Currently interested in enhancing productivity leveraging LLMs and AI tooling.

Experience

Senior Systems Engineer; Watchtower; Patterson, NY — 2018-Present
Designed and deployed Kubernetes platform on VMware supporting internal development teams as well as GitLab worker infrastructure.

Architected and deployed observability stack (Prometheus & Grafana) enabling real-time SLI monitoring of virtualized environment of 1200+ VMs in 3 regions (AMER, APAC, EMEA) with long-term capacity metric collection using Thanos.

Built comprehensive IaC pipelines managing VMware infrastructure, golden image creation and Linux OS configuration across 3 global regions, increasing engineer velocity by automating deployments and operations.

Contributed to open-source project (Skipper) Kubernetes ingress controller, adding features to handle our internal needs for certificate management.

DevOps Consultant; G&G Outfitters; Remote — 2021-Present
Sole cloud infrastructure and DevOps engineer at G&G Outfitters. Architecting and managing infrastructure in a 90% automated environment.

Increased the reliability of production infrastructure by automating deploy and maintenance of Kubernetes and AWS infrastructure and increasing observability.

Coordinated migration from colocated, manual installation of Kubernetes to AWS running on EKS for production environment.

Refactored CI/CD pipelines from Jenkins to using GitHub Actions for deployment of services enabling development teams self-service operations.

Deployed a comprehensive observability stack using Prometheus & Grafana increasing operator's ability to respond to issues and reducing MTTR. Improved reliability by exporting custom metrics for core services and designing custom dashboards for internal services.

Coordinated migration of production database from a self-managed, manual installation of MongoDB to an Atlas managed instance.

Founder & Tech Lead; Glamer; New York —2024-Present
Currently bootstrapping Glamer, a peer-to-peer hairstylist and barber marketplace.

Created full-stack code for Glamer using Go for backend REST API, Next.js for frontend and PostgreSQL.

DevOps Engineer; Olo; New York, NY — 2016-2018
Refactored "on-demand environments" used by Dev & QA teams in AWS improving security posture and operational overhead by implementing with IaC.

Managed production AWS infrastructure for large scale distributed online ordering system supporting large scale ordering for clients such as sweetgreen and Chipotle.

System Administrator; WSOL; Aurora, IL — 2014-2016
Managed VMware environment supporting production and development infrastructure running client's main websites and CMS solutions.

Introduced cloud infrastructure and initiated migration to AWS for production systems, reducing operational overhead of running colocated infrastructure.

Education

Universidad de Cuautitlan Izcalli, Mexico, Mexico
Bachelor's Computer Science - 2011

Cisco CCNA

Skills

Cloud & Infrastructure: AWS, Kubernetes, EKS, VMware
Programming: Go, Typescript, Bash
Databases: PostgreSQL
Observability: Prometheus, Grafana
DevOps: GitLab CI/CD, GitHub Actions, Terraform, Ansible