

# Roger Nem

Los Angeles, CA – [www.rogernem.com](http://www.rogernem.com) – [www.linkedin.com/in/rogetrn](https://www.linkedin.com/in/rogetrn)

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## OBJECTIVE: Senior IT Solutions Architect - DevOps | Manager

Innovative and accomplished IT professional with over 16 years of experience. Excels in dynamic environments and delivers technology-based solutions for enterprise projects. Proven expertise in driving profitability, cost control, and process optimization. Recognized for inspiring high-performing teams and fostering innovation. Transforms business imperatives into robust solutions while prioritizing security and operational requirements.

## SKILLS

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AWS (VMware Cloud) – Azure – Google Cloud – DevOps – Terraform – Jenkins – Git – Docker – Kubernetes – Ansible – Chef – Puppet  
PHP – .NET – C# – Python – jQuery – Bash – PowerShell – Linux – vSphere – NSX – Databases – Splunk – OKTA – IaaS – CDN – JIRA  
Kanban/Scrum – Satellite – ServiceNow

## PROFESSIONAL EXPERIENCE

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Senior IT Lead (Systems Engineer)	Sony Pictures Entertainment	09/2017 – Present
<ul style="list-style-type: none"><li>Lead and managed cross-functional teams of 25 engineers spread across different regions (onshore and offshore).</li><li><b>Reported directly to SVP and CIO:</b> Sped up a high-profile initiative by two months, securing 10,000+ assets, enforcing build requirements and transitioning accounts to CyberArk, achieving a 25% decrease in vulnerabilities.</li><li>Successfully obtained AWS Solutions Architect certification, spearheaded the seamless migration of 275 S/4HANA VMs to AWS, reducing server provisioning time to just one hour. Exceeded project expectations with a 2.5-week early completion, ensuring a smooth fiscal year transition and earning recognition for a remarkable 35% performance improvement.</li><li>Ensured uninterrupted availability by achieving an impressive 99.9% uptime across both on-premises and multi-cloud infrastructures for enterprises.</li><li>Transformed provisioning processes and documentation, slashing time by 90% and boosting application team productivity by 45%</li><li>Achieved a remarkable 30% increase in cross-team collaboration through fast engagement, successfully executing CI/CD projects three months ahead of schedule. This exceptional partnership led to a significant 20% reduction in errors and an impressive 100% compliance rate, highlighting my effective project management skills and timely delivery</li><li>Successfully conducted security and compliance audits, maintaining a flawless track record of policy adherence and showcasing a strong framework for data integrity, earning commendation from the CIO.</li><li>Spearheaded highly effective cross-team collaboration, driving a remarkable 30% enhancement in communication and coordination.</li><li>Transformed architecture designs and DevOps processes, slashing deployment time by 89% and achieving highly secure environments in just one week instead of the previous two-month timeframe.</li><li>Strategically engaged internal stakeholders monthly to review requirements and challenges, translating insights into visionary strategies that consistently achieved a remarkable 91% satisfaction approval through a comprehensive survey, ensuring exceptional customer outcomes.</li></ul>		
Principal Solutions Architect	Nestlé USA	07/2015 – 08/2017
<ul style="list-style-type: none"><li>Lead and managed 16 cross-functional engineers spread across the globe, in the Americas region, EMEA and APAC.</li><li>Migrated 5700+ solutions to AWS and Google Cloud, including 1425 e-commerce platforms and SAP, without downtime or disruptions.</li><li>Transformed ticket resolution processes, resulting in a remarkable 50% decrease and generating a remarkable \$225 million in annual cost savings.</li><li>Spearheaded a cutting-edge and foolproof solution, resulting in the retirement of over 14,000 web containers across 136 global markets, generating an impressive annual cost reduction of \$34 million.</li></ul>		

- Led the creation and execution of cutting-edge CI/CD solutions to revolutionize 'one-click' cloud server provisioning. Orchestrated automation for 70% of operations, slashing deployment time from 5 days to just 35 minutes while diminishing errors by an impressive 80%.
- Successfully managed diverse responsibilities, efficiently maintaining a vast global network of 7000 Windows and Linux VMs across 188 markets, leading to significant annual cost savings of \$11.8 million.
- Architected and implemented the world's largest AD for nestle.com, a monumental feat that remains a pivotal cornerstone to this day.
- Successfully delivered over 75 brand projects within budget, utilizing Agile, Kanban, and SDLC methodologies to ensure efficient software development and product delivery.

#### **Senior IT Architect (Project Manager)**

**Nestlé USA**

**03/2013 – 06/2015**

- Lead and managed 7 engineers in the Americas region.
- Architected scalable and highly-available environments, ensuring uninterrupted service and supporting a staggering 5 million daily visitors during Brazil's largest campaign featuring daily \$1 million prizes.
- Safeguarded over 20,000 valuable assets by successfully implementing a handpicked WAF solution, effectively defending Nestlé's digital properties against major DDoS attacks and preserving their unblemished reputation.
- Achieved a remarkable cost reduction of over 90%, slashing expenses from \$43 million to just \$3.8 million, by strategically transitioning 4,000+ dedicated solutions into shared platforms.
- Deployed security solutions, resulting in 82% reduction in attacks against 13,700+ digital assets.
- Creatively devised the support structure for cutting-edge service offerings and crafted over 120 standard routines for complex procedures and 50 operational runbooks, surpassing quality standards to guarantee consistent and dependable results.

## **PAST EXPERIENCES**

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**System Administrator / DevOps Engineer - Nestlé Brazil**

**Head of IT - Caffe Digital**

**IT Manager - Inteligência Criativa**

## **EDUCATION & CERTIFICATIONS**

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**BS - Computer Science & Telecommunications Engineering - FEI**

**AWS Solutions Architect & Cloud Practitioner**

**GCP Fundamentals**

**Multi-Cloud Bootcamp**

**Zend Certified Engineer (ZCE)**