Raul Pineda

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Expertise and Capabilities

Leadership and Non-Technical Skills

- **Leadership**: motivation-focused community builder, inspiring mentor, empowering director of leaders and teams, cooperative servant leadership skills, behavioral interviewer
- **Organizational**: coordinator of events, partnership development, team, and volunteer organizer
- **Innovation**: entrepreneur, innovator, analytical and artistic vision, adaptable problem solver
- **Learning**: self-motivated learner, technology tinkerer, critical thinker
- **Collaboration:** strong oral and written communication skills, active listening, open-mindedness, and conflict-resolving

Technical Skills

- **Cloud Computing**: Amazon Web Services (AWS- EC2, ECS, EKS, Route 53, S3, ASG, ALB), Microsoft Azure, Google Cloud Platform (GCP), Docker, Docker-Compose, Kubernetes
- **Methodologies**: DevSecOps, DevOps, Agile, Scrum
- **Virtualization**: VMware ESXi, Microsoft Hyper-V, VDI - Citrix, Horizons, Microsoft RDS
- **Operating Systems**: Windows Server (NT-2023), Linux
- **Directory Services**: DNS, MS Active Directory, LDAP
- **Web Servers**: Microsoft IIS, Apache, NGINX, WordPress
- **Collaboration**: Mattermost, Slack, BigBlueButton
- **Source Control**: Git, GitHub, GitLab
- **Database**: Microsoft SQL Server, MySQL, MariaDB, Cassandra, PostgreSQL, Neo4j, Graph
- **Scripting/Programming**: IaC, Python, Visual Basic, .NET, C++, Perl, Java, Javascript, Bash, Batch, PowerShell, LangChain, llama.cpp
- **AI:** LLMs OpenAI API, Llama3, Groq, Claude, OpenLLM, LM Studio, Ollama, Phi-3, AI Agent Programming, CrewAI, RAG, embedding
- **Applications**: Word, Excel, PowerPoint, Visio
- **Infrastructure Hardware**: HP/IBM/Dell Servers/Storage Arrays, NetApp filers
- **Data Center:** Data Center and Rack architecture, Remote Hardware Management Solutions, Data Center Resource Management, Data Center Migrations
- **Networking:** TCP/IP, Firewalls, Routing, Switches, VPC, VPN, Gateways, Wireshark, Wireless

Certifications, Training, and Education

- AWS Certified Developer - Associate
- Essentials of People Management
- ITIL v3 Foundations
- Agile Project Management Fundamentals
- Technical presentations for Executives
- Toastmaster International Competent Communicator and Competent Leadership training
- DoD Top Secret Clearance - SCI eligible (2006 - 2021)
- Baldridge Business Practice Training at K&N Management - The Love of Excellence
- Technical Recruiting and Behavioral Interviewing Training
- University of Texas at Austin - Computer Science, Bachelor of Science degree plan

Professional Experience

Leadingbit Solutions, Inc. - Austin, Texas (03/2021 – Present)

Director of IT Infrastructure and Operations / Solutions Architect / CTO

- Architected and implemented Open Source platform architecture across AWS and GCP, reducing operational costs by 30%
- Spearheaded research and development in open source large language models (LLMs) agent development and integrated these capabilities with open source tools, enhancing platform functionality and user experience
- Fostered a culture of innovation and continuous learning within engineering teams, driving a 40% increase in deployment efficiency
- Established security practices and compliance frameworks, ensuring 99.9% reliability of cloud infrastructure
- Collaborated with cross-functional teams to align technical resources with business needs, promoting technology transformations and Open Source innovation
- Provided regular updates and insights to executive leadership, informing strategic decision-making
- Develop automated deployment and system updating architectures, cost-optimizing AWS resource use and ensuring security compliance
- Direct project and operational management to align with organizational goals, boosting customer satisfaction and process efficiency
- Develop technical roadmaps and policies for IEEE SA OPEN Technical Advisory Group to enhance community collaboration and support open-source development
- Implement technology roadmap, aligning technical resources with business needs and promoting technology transformations
- Manage diverse, global teams, promoting collaboration, innovation, and skill development; engaged in community forums and technical presentations at industry events
- Engage in public speaking and advocacy, highlighting the role of technology in open-source platforms and community collaboration
- Build and maintain productive partnerships to support growth and community development through effective communication strategies
- Led and contribute to open-source community projects, driving innovation and security in software development

BAE Systems, Inc. - Austin, Texas (07/2008 – 03/2021)

Enterprise Cloud Services Operations Director *(03/2012 – 03/2021)*

- Managed global cloud services and virtualization IT operations, optimizing compute resources across three datacenters and 50+ remote sites
- Developed and mentored a team of 15 professionals, including managers, architects, developers, and system administrators, fostering technical skill development and career growth
- Architected data access governance solution, securing and auditing unstructured data across all lines of business
- Led the upgrade of 1500 Windows 2003 servers, resulting in successful security and compliance audits
- Provided strategic leadership for cloud operations technology, defining hybrid-cloud transformations with AWS and Azure
- Developed Cloud Services Enterprise technology roadmap, achieving data center objectives with automation and monitoring solutions
- Forecasted and managed yearly budget expenditures exceeding $2M of CapEx and OpEx for operations and capacity planning
- Achieved $25K annual savings through enterprise Citrix support partnership, upgrading 800+ Virtual Desktops and XenApp Citrix licenses
- Transformed a software vendor relationship into a partnership, saving $217K in project costs and $43K annually in support
- Led the upgrade of 1500 Windows 2003 servers, resulting in successful security and compliance audits
- Designed an enterprise-wide system maintenance process, saving over $600K annually with minimal user disruption
- Directed Data Center relocation from Herndon to Austin, saving $4.5M in IT operating costs
- Deployed a Distributed Enterprise File Services Solution, saving over $500K in NetApp and Commvault costs
- Initiated "Great Place to Work" and "Diversity and Inclusion" events, boosting morale and participation by 70%
- Received Impact Award for regional data center infrastructure upgrades, Bronze Chairman Award for internal live broadcasting solution, and Difference Maker and Pathfinder Award for shared strategic assessment
- Architected enterprise DevSecOps solution and designed CONOPS for operational integration

Senior Principal Systems Engineering Supervisor-Enterprise Operations Manager *(07/2008 – 03/2012)*

- Managed Cloud Services projects, resolving critical issues and outages across the enterprise
- Automated processes in Windows and VMware environments using multiple scripting languages
- Administered Active Directory, enhancing security and functionality with login scripts, OUs, GPOs, and DFS
- Managed secure environments for Top Secret classified data, including Windows and Unix Servers, storage, networks, and desktops
- Received Safeguard Recognition Award for combating Advanced Persistent Threats during a major cybersecurity compromise
- Awarded for Virtualization Environment Upgrade Project improving unmanaged virtual environments at remote sites
- Earned Exceeding Service Levels Recognition Award for surpassing service and project deadlines with high customer satisfaction
- Honored with the Data Center Consolidation Achievement Award for the successful consolidation of sites into regional data centers
- Led Infrastructure Printer Services Project, winning an award for designing and implementing virtual Print Services for Electronic Systems

Computer Sciences Corporation - Austin, Texas (03/1998 – 07/2008)

Senior Principal Computer Scientist & Solutions Architect (03/1998 – 07/2008)

- Led IT teams of 6-13 engineers, developing solutions for clients in various sectors
- Facilitated IT outsourcing onboarding, translating client needs into software and hardware solutions
- Conducted due diligence and gap analysis for accurate new business contract proposals
- Implemented MS Windows Server solutions, meeting SLA terms within tight deadlines
- Developed IT solutions for clients in banking, insurance, chemical energy, government, and defense sectors across North America
- Directed IT Red Teams to address escalated issues, enhancing customer satisfaction
- Ensured compliance with contracts to avoid financial penalties
- Presented technical solutions to executive leadership, supporting organizational goals
- Provided on-site MS Windows Server support, fulfilling CSC contractual commitments
- Led Project Management Office and IT Red Teams in resolving process issues for clients
- Served as Team Leader, enhancing system efficiency through MS Windows Host Servers installation and migration
- Supported Equiva and Texaco data center migrations through server and application consolidation
- Designed cost-effective data and application service migration plans to CSC data centers
- Led enterprise deployments and maintenance for Financial Services Group software development

Volunteering and Community Projects

- IEEE SA Open Security lead and Technical Advisory Group member (2020-2023)
  - Worked with a team of IEEE technical resources, architects, developers, project managers, and volunteers
  - Contributed to the design and implementation of IEEE SA Open Community Platform and DevOps
  - Led the open source security community focused on securing open source software and operations
  - Led the design and implementation of test versions of the IEEE SA Open platform using IaC
  - Maintained CI/CD pipeline for the project deploying as a web application hosted in GitLab-pages
- Member of Defense Industrial Base (DIB) Sector Coordinating Council Cyber Task Force - Supply Chain DRM Work Group (2019-2021)
- BAE Systems representative to the Society of Hispanic Professional Engineers (SHPE) (2017)
- School of Business & Technology at Huston-Tillotson University Board Member (2016)
- Agile Austin (2013)