**feguardRaul Pineda**

[**raul@pinedamail.com**](mailto:raul@pinedamail.com)

GitHub: <https://github.com/ryvin>

LinkedIn: https://www.linkedin.com/in/raulpineda1

Austin, TX

**512-632-0068**

**Profile Summary**

**IT Operations Leader | Infrastructure Architect | Cloud Solutions Expert**

# Hands-on technology leader with 25+ years of experience implementing and managing enterprise infrastructure and IT operations across diverse sectors. Expert in managing hybrid cloud environments (AWS/Azure) and IT service delivery for organizations ranging from 200 to 30,000 users. Proven track record of building high-performing technical teams while maintaining a strong technical foundation in cloud architecture, infrastructure automation, and service management. AWS Certified Developer focused on delivering practical, cost-effective solutions while maintaining security compliance. Implemented cutting-edge solutions in DevSecOps, CI/CD, VMware, and Hyper-V while successfully navigating complex organizational changes through multiple business acquisitions and data center migrations.

**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
* **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**: AWS (EC2, ALB, ASG, ECS, EKS, Route 53, S3, Lambda, CloudWatch), Azure, GCP, Docker, Kubernetes, DevSecOps; **Virtualization**: VMware, Hyper-V, VDI - Citrix, Horizons, MS RDS; Service Management: ITIL, ServiceNow, Change Management; **Operating Systems**: Windows Server (NT-2023), Linux; **Directory Services**: Active Directory, LDAP; **Web Servers**: MS IIS, Apache, NGINX; **Collaboration**: Mattermost, Slack, BigBlueButton; **Source Control**: Git, GitLab, GitHub; **Database**: MS SQL, PostgreSQL, MySQL, MariaDB, Cassandra, DynamoDB; **Scripting/Programming**: Bash, Python, Visual Basic, .NET, C, C++, Perl, Kixtart, Batch, PowerShell; **Web Content Management**: Drupal, WordPress; **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 Migration; **DevOps & IaC**: Docker, Kubernetes, Terraform, Ansible, GitLab CI/CD **AI/ML:** LLMs, OpenAI API, RAG, embeddings, Langchain, PyTorch, CrewAI

# Education, Certifications, and Training

* AWS Certified Developer – Associate
* ITIL v3 Foundations
* Technical presentations for Executives
* Essentials of People Management
* Agile Project Management Fundamentals
* 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, TX (03/2021 – Present)

***Director of IT Infrastructure and Operations / Solutions Architect***

* **Executive Collaboration and Growth Strategy:** Acted as a key strategic advisor to the CEO, driving company growth through insightful technology leadership. Facilitated cross-functional partnerships to foster innovation and operational excellence.
* **Technical Operations Leadership:** Led implementation and optimization of IT infrastructure, including configuration of hybrid cloud environments, CI/CD pipelines, and automated deployment processes, resulting in a 40% reduction in deployment bottlenecks and improved service reliability. Established monitoring and alerting frameworks across cloud services.
* **Infrastructure and Cloud Operations:** Architected and implemented containerized deployments in AWS using Infrastructure as Code to provision and manage production environments, including VPCs, Application Load Balancers, Auto Scaling Groups, and ACM certificates, reducing deployment time by 65% while ensuring high availability for open source productivity platforms serving 200+ users.
* **Policy Development and Community Engagement:** Led the formulation of technical roadmaps and policies, enhancing community processes and collaboration and fostering open-source software development.
* **Security and Compliance Architecture:** Established robust security practices and compliance frameworks within DevOps and Open Source environments, ensuring the integrity and reliability of cloud-hosted infrastructures.
* **Team Leadership and Talent Development:** Managed a diverse, global team of engineers and project managers, fostering a culture of collaboration, innovation, and skill enhancement. Led by example in staff and community forums, including keynote presentations at industry events.
* **Open-Source Community Leadership:** Actively led and contributed to significant roles within open-source community projects, enhancing innovation and security in software development.
* **Operational Excellence and Innovation:** Implemented automated deployment architectures optimizing AWS/Azure resource utilization and resilience
* **Innovative Solution Architecting:** Designed and implemented an Open Source platform architecture leveraging a suite of technologies (GitLab, Mattermost, BigBlueButton, etc.) across AWS and GCP, enhancing collaborative productivity and operational efficiency.
* **Infrastructure as Code (IaC) Deployment:** Crafted automated deployment architectures using Bash, AWS CLI, Ansible, and CloudFormation, optimizing AWS resource utilization and resilience. Streamlined application updates and security audits to maintain high availability and security compliance.

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

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

* Managed Cloud Services server & virtualization IT remote operations teams that ensured organizational goals were achieved or exceeded
* Mentored, developed, and directed teams of up to 15 indirect IT resources made up of architects, engineers, operations admins, service desk
* Developed and implemented operational roadmaps that supported the adoption of new technology for the enterprise, including architected and implemented hybrid cloud infrastructure using AWS and Azure
* Managed multiple teams and queues in ServiceNow for ServiceDesk, Administration, and Engineering team tasks to meet monthly SLAs
* Forecasted yearly budget expenditures for my teams that worked with business short-term and long-term goals
* Facilitated the enterprise Citrix support partnership, saving the company over $25K annually by consolidating and upgrading 800+ Virtual Desktops and Xenapp Citrix licenses
* Architected an enterprise solution for data access governance that secured and made our unstructured data auditable
* Developed a relationship with one of our existing software vendors into a partnership that achieved a project savings of $217K and a recurring savings of $43K in software support annually
* Managed multiple teams to upgrade 1500 Windows 2003 servers before support ended, securing the environment, preventing security vulnerabilities, and facilitating successful security and compliance audits
* Designed maintenance processes for system upgrades and patching that saved $600K annually
* Directed Data Center relocation from Herndon to Austin and consolidated infrastructure that saved $4.5M in IT operating costs
* Spearheaded the Virtualization and MS Windows Servers’ cloud infrastructure component of an active divestiture solution that at a moment’s notice, would effectively separate the company into 2-3 isolated entities without disrupting operations in preparation for a potential $1.2B sale
* Designed and deployed an Enterprise File Services solution that efficiently distributed low-cost file servers for storing unstructured data at remote sites, which saved more than $500K in Netapp and Commvault costs
* Created team-building events such as "Great Place to Work" and "Diversity and Inclusion" for seven IT teams that increased employee morale and departmental participation by 70%
* Planned Cloud Services Enterprise technology roadmap facilitating resources that effectively achieved data center objectives
* Cloud operations technology lead designing our External Cloud Foundation Project, which defines how company-wide we can utilize resources hosted in AWS and Azure while meeting our DOD security and compliance needs
* Architected DevSecOps solution for the enterprise and designed the CONOPS for implementing it into operations
* Recognition & Awards:

- Impact Award: Regional Data Center Infrastructure upgrade implementation

- Bronze Chairman Award: Internal Live Broadcasting solution

- Difference Maker and Pathfinder Award: Shared Strategic Assessment

- Safeguard Recognition Award: Major Cyber Security Compromise mitigation

***Senior Principal Systems Engineer***  (*07/2008 – 03/2012)*

* Managed Cloud Services department’s projects and resolved mission-critical issues and outages impacting the enterprise
* Automated processes and procedures utilizing multiple scripting languages, maintaining Windows and VMware environments
* Managed Active Directory utilizing login scripts, OUs, GPOs, and DFS to maintain and secure the environment
* Managed closed Top Secret classified environments and data spills with secured Windows Servers, Unix Servers, storage, network, and desktops
* Virtualization Environment Upgrade Project Recognition Award Recipient: Upgrading the Unmanaged Virtualization Environment at Remote Sites
* Exceeding Service Levels Recognition Award Recipient: Awarded for Consistently Exceeding Service and Project timelines with the highest customer satisfaction
* Data Center Consolidation Achievement Award Recipient: Completion of Data Center Consolidation of multiple sites into Regional Data Centers
* Infrastructure Printer Services Project Award Recipient: Spearheaded project and managed team members with the design and implementation of virtual Print Services for Electronic Systems

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

## *Senior Principal Computer Scientist - Solutions Architect*

* Mentored, coached, and directed IT teams of six to thirteen engineers
* Designed, implemented, and managed IT solutions for various clientele across banking, insurance, chemical energy, government, and defense industries throughout North American
* Identified technical requirements and implemented IT outsourcing onboarding that effectively translated information into software and hardware capabilities to support clientele initiatives
* Performed due diligence and documentation to develop gap analyses and best practices to ensure new business contract proposals were accurately drafted
* Analyzed clientele requirements and implemented MS Windows Server infrastructure solutions that ensured Service Level Agreement contract terms and conditions were accomplished within strict time demands
* Led IT Red Teams to identify and resolve escalated issues to ensure the highest customer satisfaction rates
* Managed compliance with a contractual agreement that eliminated financial penalties
* Presented technical solutions to Executive Leadership that facilitated organizational initiatives
* Directed IT teams to perform on-site MS Windows Server environment support, ensuring CSC contractual obligations were met
* Project Management Office team leader and guided IT Red Teams with process resolutions to support CSC customers
* Designated Team Leader and designed, installed, and migrated MS Windows Host Servers that increased system efficiencies
* Consolidated servers and applications to support Equiva and Texaco data center migrations
* Designed migration plans of data and application services to CSC data centers, reducing costs while refreshing hardware
* Spearheaded Enterprise Deployments and system maintenance to support Financial Services Group software development

# Volunteering and Community Projects

* IEEE SA Open Security lead and Technical Advisory Group member (2020-2023)
  + Led implementation of IEEE SA Open Community Platform using IaC and DevOps practices
  + Maintained CI/CD pipeline and security frameworks for open source platforms
* Member of Defense Industrial Base (DIB) Sector Coordinating Council Cyber Task Force (2019-2021)
  + Contributed to supply chain security and infrastructure standards

**Speaking Engagements & Community Involvement**

* Presenter on Platform Engineering, OpenUK State of Open 2023, London
* Speaker at OSCON and InnerSource Commons
* Active participant in open source conferences and community events
* Established connections with numerous open source communities