

Nicholas Santiago

yo@santiago.wtf

Objective

To take over the world.

Relevant Professional Experience

Evernorth Enterprise Services, a Cigna company
Architecture Senior Manager

USA – Remote – Full-Time
December, 2021 to Present

- Designed zero-touch CI/CD pipelines for customer-facing web portals at a global healthcare service provider, harnessing GitHub, GitHub Actions, GitLab, Tekton, Jenkins, Red Hat OpenShift, and AWS Elastic Kubernetes Service.
- Programmatically provisioned hardware using Terraform, ensuring a homogeneous environment across various the various levels of the software development lifecycle.
- Directly managed an early-career associate entering the IT workforce.

Cigna
Architecture Senior Advisor

USA – Remote – Full-Time
October, 2019 to December, 2021

- Adopted a cloud-native architecture for customer-facing web portals at a global healthcare service provider, harnessing Docker, Kubernetes, Red Hat OpenShift, and offerings from Amazon Web Services.
- Seamlessly migrated applications from legacy virtual machine-driven applications to containerized applications in a combination of public and private clouds.
- Developed and cultivated declarative deployment pipelines to standardize outputs of applications across disparate Agile scrum teams.
- Directly managed a team of four early-career associates entering the IT workforce.

Cigna
Architecture Advisor

USA – Remote – Full-Time
July, 2018 to October, 2019

- Created continuous integration and continuous delivery pipelines for over three hundred deployable artifacts, serving over twenty scrum teams.
- Designed the data flow for a new iteration of customer-facing web applications.
- Provided support to onsite and offshore developers.

Cigna
Infrastructure Engineer Sr. Specialist

USA – Remote – Full-Time
June, 2016 to June, 2018

- Automated processes and improved efficiency in the deployment of middleware applications being used by Cigna and its trading partners.
- Created the build and deployment pipeline for a new stack of software applications being built on Node.JS and Spring Boot, with automated configuration for Nginx and HA Proxy in all levels of the software development life cycle.
- Adopted and led a scrum team in an early iteration of Agile within the enterprise.

Pro Unlimited @ Cigna
Infrastructure Engineer Sr. Specialist

USA – Remote – Contract
June, 2016 to June, 2017

- Automated processes and improved efficiency in the deployment of middleware applications being used by Cigna and its trading partners.
- Created the build and deployment pipeline for a new stack of software applications being built on Node.JS and Spring Boot, with automated configuration for Nginx and HA Proxy in all levels of the software development life cycle.

ProctorFree, Inc. USA – Remote – Contract
DevOps Engineer April, 2015 to April, 2016

- Maintained the public and private cloud server infrastructure of a web application service provider, working with colleges, universities, and accreditation agencies.
- Evaluated and implemented various tools for systematizing and automating new services, packaging and deployment of code and system updates.
- Implemented redundant high availability to the company's cloud, allowing their software stack to survive maintenance and outage scenarios.

RealTech, LLC USA – Remote – Full-Time
Linux Systems Administrator March, 2014 to July, 2014

- Maintained the public and private cloud server infrastructure of a web application service provider, directly providing service to mortgage companies throughout North America.
- Installed and rebuilt servers, configured hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and operational requirements.
- Performed daily system monitoring, verified the integrity and availability of all server resources, systems and key processes, reviewed system and application logs, and verified completion of scheduled jobs.
- Applied operating system and package patches and upgrades on a regular basis, and upgrade administrative tools and utilities. Configured and added new services as were necessary.

iFAX Solutions Norristown, Pennsylvania – Full-Time
Technical Support Engineer December, 2012 to September, 2013

- Provided support to customers and integration partners on the evaluation, purchase and implementation of enterprise-grade facsimile server software.
- Integrated facsimile server software with varying PBX platforms, including Cisco Unified Call Manager, Avaya Aura, Nortel BCM, Asterisk, and Switchvox.
- Troubleshoot operating-system-level and network-level issues with customer systems running various versions of enterprise facsimile server software on varied distributions and versions of Linux.
- Built and upgraded custom telephony and facsimile servers to facilitate orders received by customers.

Community Action of the Lehigh Valley Bethlehem, Pennsylvania – Full-Time
Director of Information Technologies October, 2003 to December, 2012

- Served as the Chief Technology Officer for the largest non-profit human services agency in Pennsylvania's Lehigh Valley region, serving the third largest metropolitan region in the Commonwealth.
- Composed and implemented strategic technology plans, setting the agency's technological goals to match with the overall strategic plan as approved by the Board of Directors.
- Implemented strategic plans for the use and evolution of technology within the agency, employing the use of Cloud software, platform and infrastructure solutions.
- Supervised a staff of three, served as the senior Linux system administrator and assisted the Windows system administrator.
- Implemented and enforced security policies to govern appropriate use by employees, contractors and guests.
- Initiated, planned, and implemented a full-scale integration of an MPLS IP network throughout a two-county footprint of ten locations, serving over 100 employees.

Core Technical Competencies

- Linux Distributions: Red Hat Enterprise Linux, CentOS, Fedora, Debian, Ubuntu, Alpine
- Ansible and Shell scripting
- Jenkins CI/CD
- Git, GitLab CI, GitHub Actions
- IBM UrbanCode Deploy
- IBM WebSphere Application Server
- Spring Boot Java Framework
- Amazon Web Services (EC2, ELB, S3, RDS, Route 53, VPC)
- Containerization (Docker, Podman, Kubernetes, Swarm)
- Cloud Service Implementation (SaaS, IaaS, PaaS)
- MySQL, MariaDB, PostgreSQL, MongoDB, Redis
- 3CX, Asterisk and Switchvox IP PBXs
- NEC, Avaya, Nortel, and Executone key telephone and PBX systems
- TCP/IP networking
- Microsoft Windows desktop and server operating systems
- Microsoft Exchange

Recent Education and Certifications

Amazon Web Services Certified Cloud Practitioner	Seattle, Washington
Red Hat DO180 – Containers, Kubernetes, and Red Hat OpenShift DO288 – OpenShift Development I: Containerizing Applications	Raleigh, North Carolina
Cloudera Cloudera Search & Data Analyst	Palo Alto, California
Cisco Systems Small and Medium Business - Account Engineer	San Jose, California
Lackawanna College Act 49 Law Enforcement Academy	Scranton, Pennsylvania