Saul Ortigoza

Sr. Staff Cloud Architect / Site Reliability Engineer / DevOps / Engineering Manager

Cloud (+6y): AWS GCP | Containers (+6y): Kubernetes Docker | Practices (+7y): CI CD DevOps QA | Serverless | Tools (6+y): Terraform Jenkins Ansible Automation | Languages: Python (+10y) Ruby (+4y) Golang (+2y) Java JavaScript | Critical Thinking | Leadership | Strategy

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Certifications

- Certified by Amazon Web Services: Solutions Architect Professional
- Certified by ISTQB in Advanced Test Analyst Level.

Experience

2022-present
: **SRE + Data + Software Engineer**; Cerby

2020-present
: **SRE + Cloud Operations Discipline Lead / Engineering Manager**; Wizeline

- Set direction for the SRE discipline: OKRs, SRE Communities.
- Level up the discipline: Coaching, mentoring, show-and-tell initiatives.
- Scale the SRE and cloud organization: Hiring (x8 growth), training, publishing articles.
- Increase employee engagement.
- Manage a multidiciplinary team of up to 24 engineers.

2019-present
: **Senior Staff SRE / DevOps**; Wizeline

- Architected and lead the next-gen data platform initiative for a FinTech.
- Guided and provided valuable input for multiple clients and projects.
- Prepared and lead the team on getting the AWS DevOps-competence.

2017-2019
: **Senior Site Reliability Engineer / DevOps Engineer**; Wizeline

- Responsible for cloud environments for some of the company and customer projects.
- Enabled development teams to deploy releases following CI/CD practices.
- Designed, planned, and implemented cloud solution architectures for web and data services.

- Implemented, monitored, and improved DevOps metrics.
- Lead SRE for the internal bots platform and other projects.
- Gave talks about DevOps practices, containerization, and CI/CD practices.
- Successfully prepared the team and infrastructure to obtain a SOC2 certification.
- SME: AWS, Kubernetes, Containers, Terraform, Cloud Architectures, and Software Architectures.
- Experience with AWS, GCP, Azure, Microservices, Infrastructure as Code, Linux, Jenkins, CodeBuild, CircleCI, Vault, Helm, EKS, Kops, Airflow, ETLs.

2016-2017
: **Systems Test Manager**; Continental

- Managed a 5+ people team for 4 simultaneous projects.
- Planning in traditional and Kanban methodologies, monitoring, controlling, and risk assessment.
- Active participation and global collaboration in the test manager community.

2014-2017
: **Test Automation Engineer**; Continental

- Architected and implemented the test tool-chain and framework for the test department (test generators, keyword driven testing, model-based testing, data-driven testing, pairwise, automation, analysis, and reporting tools) for embedded systems.
- Setup and administration of Linux application servers for the QA department (web applications, databases, Gitlab, Nginx, RESTful APIs).
- Reference for programming and automation solutions.
- Tooling application development for testing support using Ruby, Python, and Java (Backend and libraries).
- Worked with the Tire Pressure Monitoring System (TPMS) algorithms and functions, the PASE system, and computer vision algorithms.
- Designed and automated generic test specs for multiple functionalities and platforms.

2015-2017
: **Lead Software Architect**; AppCo (Startup)

- Lead a 5 people team.
- Architecting and designing software applications using Ruby on Rails, Android, Sinatra, NodeJS.
- Analysis, evaluation, and selection of development technologies.
- Developed web and mobile applications.
- Integration with third-party services, e.g., Facebook, Google, Paypal, Conekta, Wordpress.
- Automated deployment and provisioning.

2013-2014
: **Software Engineer**; Interactive Cozumel

Education

2009-2013
: **Bachelor's degree, Mechatronics, Robotics, and Automation Engineering**; The Institute of Technology at Linköping University

- Courses in Signal Processing, Advanced Control, Machine Learning, Advanced Mathematics.
- Projects in Machine Learning, DSP, Sensor Fusion Algorithms, and Digital Filters

2009-2013
: **Bachelor's degree, Mechatronics, Robotics, and Automation Engineering**; Instituto Tecnológico y de Estudios Superiores de Monterrey / ITESM

Additional Notes: Results

As an SRE Engineering Manager, I always provided valuable and prompt feedback to all the Engineers, understood and help them grow in their career and align them with the Discipline and company goals, resulting in a timespan of 1.5 years: a high performing team, where everyone has a mentor or a mentee, 5 promotions (approved by a committee), 5 projects with long recurring renovations, 70% of the team participation in Hiring initiatives, more than 65% of the team certified in either AWS, GCP, Terraform, k8s, and 5 SRE community champions.

The data-platform created for the FinTech customer improved the data team capabilities (CDC, parallel-compute, site-to-site VPN tunnels, schema-on-read, SFTP-to-S3), scalability, performance, and compliance. It went from a brittle, manual, and GUI-based flow to a fully compliant CI/CD process to introduce changes, to the infrastructure, data models, and DAGs. New database integrations improved from spending 3+days per table to be able to integrate a whole schema in 1 hour.

Other important initiatives for the FinTech customer included:

- Defining the AWS permissions strategy and implementing an Okta-AWS permissions and authentication system impacting how the whole company authenticated to AWS resulting in a more efficient approval and permissions assignment process (less than a day from weeks), and auditable file of all roles and permissions, a generators and configuration strategy to manager permissions complexity and enable composability.
- Refactoring some of the data-intensive and ML microservices to enable extensibility, some of these services were migrated from Scala and JavaScript to python to leverage the team skills. The refactored services have a 90%+ coverage, capability for A/B testing, observable, documented, and ETLed.
- Smaller initiatives included the discovery and PoC of a no-code/low-code solution in track to improve the experience and efficiency of the operation teams. Automated CD pipelines for the legacy infrastructure as code. Helped in the migration of a monolith to Kubernetes. Defined a strategy and automation to manage kubernetes manifests with Jsonnet, resulting in DRY and extensible configurations. Provided valuable input for the kops to EKS migration.

Additional Notes: Learning

On the technical side, some of the things I have learned in the last year are:

- Clojure, to be exposed to different programming perspectives and practice functional programming. Read the book Clojure Applied.

- Snowflake, DBT, DVC, SageMaker I needed to get familiar with some of these technologies to have a better understanding and provide a better recommendation to the data team. I participated in a hackathon where we used DVC to demonstrate how can we ensure model reproducibility, compliance, and do an ML pipeline.
- GraphQL
- Currently reading Patterns of Enterprise Application Architecture by Martin Fowler
- Also read: Software Design Decoded, Engineering Software Products for a refresher

On the leadership and management side, read and applied some books:

- Radical Candor by Kim Scott
- The Score Takes Care of Itself by Bill Walsh
- Principles by Ray Dalio
- Infonomics by Douglas B. Laney

Additional Notes: Articles

- How to ensure DevOps practices in a project
- A day in the life: What does a site reliability engineer do?