

Omar Perez

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EXPERIENCE

Crossvale

Remote, TX

Infrastructure Engineer

September 2024 – Present

- Managed and supported Kubernetes clusters running on OpenShift for enterprise clients in banking, healthcare, and e-commerce industries.
- Maintained Kubernetes clusters across AWS, Azure, GCP and bare metal environments, performing regular updates, patching, and incident resolution to maintain high availability.
- Monitored and analyzed system performance using Prometheus, Grafana, and Loki, identifying trends and proactively addressing bottlenecks.
- Assisted with the migration of a production OpenShift cluster from AWS to GCP for a health-focused e-commerce client.
- Automated tasks using Ansible and maintained version-controlled codebases on GitHub, Bitbucket, and Azure DevOps.
- Operated in a 24/7 rotation, resolving incidents, handling client escalations, and fulfilling service requests across cloud and on-prem platforms.
- Collaborated on change management efforts, platform documentation improvements, and training initiatives for new technologies, all tracked through Jira.
- Contributed to ongoing service enhancements through reporting, root cause analysis, and infrastructure optimization efforts.

Apkudo, Inc.

Dallas, TX

System Support Specialist

June 2023 – Present

- Managed and maintained 100+ physical Linux servers running Ubuntu, including physical component removal, RAID partitioning, and component replacement.
- Communicated onsite system issues and observations to remote vendor, engineering and infrastructure teams.
- Utilized AWS CloudWatch for real-time system performance monitoring and troubleshooting to boost hourly production.
- Ran and debugged Ansible playbooks that maintained system configuration across multiple production servers.
- Developed Bash and Python scripts for task automation to streamline Linux configurations.

Emporial Enterprise

Remote, IL

Cloud Engineer

Dec 2020 – June 2023

- Maintained and deployed company website using AWS services such as EC2, S3, Route53 and IAM.
- Managed AWS cloud infrastructure by optimizing performance, managing backups, and ensuring system reliability.
- Developed automated lead generation systems to streamline marketing and client acquisition.

IT Support Engineer

May 2015 – Dec 2020

- Provided remote technical support for staff, including troubleshooting hardware/software issues, setting up devices, and managing user accounts across systems.
- Implemented automated solutions for lead generation, web scraping, and data parsing utilizing python.

Advance Engineering

Elgin, IL

Production Supervisor

May 2013 – May 2015

- Led and managed a production team of over 40+ operators, effectively motivating and supporting staff to achieve production targets
- Created and maintained PLC programs to enhance automation control systems

EDUCATION

Western Governors University

Salt Lake City, UT

Bachelor of Science: Computer Science

Elgin Community College

Elgin, IL

Associate in Engineering Science: Computer Engineering Concentration

CERTIFICATIONS

Certified Kubernetes Administrator (CKA) | AWS Certified Solutions Architect | AWS Certified Cloud Practitioner | CompTIA Project+ | Information Technology Infrastructure Library (ITIL v4)

Technical Skills and Tools

AWS | GCP | Azure | Red Hat Linux | Kubernetes | OpenShift | Python | Bash | Terraform | Docker | Ansible | GitHub | Bitbucket | Ansible | ArgoCD | Helm | CI/CD | Jenkins | Prometheus | Grafana | Loki | ClickUp | Jira | Linux system administration

PROJECTS

Kubernetes Cluster

- Self-hosted Kubernetes cluster using Rancher to manage and deploy containerized workloads
- In the process of configuring monitoring, logging, and metrics.
- Using this cluster as a long-term platform to deploy future applications, test DevOps workflows, and experiment with AI/ML workloads.

QR Code Generator – (Apkudo Project)

- Containerized python-based QR code generation app and deployed it to a Minikube Kubernetes cluster

Deploying a Dynamic Ecommerce Website with Terraform on AWS

- Services used: GitHub, Terraform, EC2, VPC, Route53, SNS, RDS, IAM
- Integrated various AWS services, including EC2, VPC, Route53, SNS, and RDS, to create a resilient and high-performing e-commerce website.

Python Data Structures & Algorithms

- Created a program in Python that optimized delivery routes for a truckload of packages, ensuring all deliveries were completed within set mileage limits.
- Implemented a hash map for efficient address lookup and a nearest neighbor algorithm to reduce travel distance and meet strict end-of-day delivery deadlines, based on project requirements.

Static Website on S3 Integrated with CodePipeline

- Services used: S3, CloudFront, CodePipeline, Github
- Built a static portfolio website hosted on S3, integrated into a CI/CD pipeline using CodePipeline and Github, ensuring automated deployment and continuous integration.

Serverless Architecture on AWS

- Services used: Amplify, API Gateway, AWS Lambda, IAM, DynamoDB
- Implemented a serverless approach using AWS services such as Amplify, API Gateway, AWS Lambda, and DynamoDB creating a streamlined and scalable architecture.