

Alfredo Ruiz

Miami, FL

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Site Reliability and Cloud Engineer with years of experience operating and scaling enterprise Linux environments, including deep expertise in Redhat OpenShift. Proven track record in improving platform reliability, leading cloud migrations, and resolving complex production issues. Strong advocate of automation, open source technologies, and collaborative problem-solving across distributed teams.

WORK EXPERIENCE

Amadeus

Site Reliability Engineer

Miami, FL | 10/2022 - 10/2025

- Engineered and operated multiple Red Hat OpenShift PaaS environments on Microsoft Azure, enabling scalable production workloads and leading on-premises to cloud application migrations.
- Optimized cloud resource usage across multiple environments by reviewing and right-sizing system workloads, one case resulting in ~\$70K in annual projected cost savings.
- Mentored and trained a distributed international team to assume Openshift SRE responsibilities, expanding global support coverage and strengthening operational resilience.

System Engineer

Miami, FL | 10/2014 - 10/2022

- Developed a Python tool to analyze software load failures, identifying recurring issues and enabling targeted resolution of top failure trends.
- Implemented incident and problem ticket tracking dashboards to drive a reduction initiative, eliminating hundreds of recurring issues and improving focus on customer-facing support.
- Triaged, investigated, and resolved technical issues in airline IT systems, handling high-priority escalations, performing root cause analysis, and supporting on-call incident response.

Mariner Systems

System Engineer

Miami, FL | 09/2011 - 09/2014

- Handled technical troubleshooting within an enterprise 24/7 environment including system crashes, slow-downs and, other system issues.
- Managed in-house networking, web hosting support, external systems monitoring, and digital advertising projects for customers including Coca-Cola, AmerisourceBergen, and Dole.
- Led project to mass produce reimaging USB tools for 800+ units to reduce equipment replacement cost by reimaging live units in field preventing shipping back for local repairs.

SKILLS

Software: Kubernetes, Docker, Grafana, Prometheus, Terraform, Openshift, Splunk, Ansible, Jira, MS HyperV, VNC, Active Directory, Zendesk, Linux, Helm, ArgosCD, ServiceNow, Jenkins, Github Actions, AWS, Azure

Languages: Python , SQL, HTML, CSS, PHP, Jsonnet

EDUCATION

Florida International University

Miami, FL

Bachelors of Science - Information Technology

CERTIFICATIONS

Certified Kubernetes Administrator | Linux Foundation

Azure Fundamentals | Microsoft

AWS Cloud Practitioner | Amazon Web Services

IT Information Library Foundations Certification (ITIL) | AXELOS Global Best Practice