

Sergio Romero

Senior Site Reliability Engineer | Solutions Architect

Costa Rica

[Gmail](#) | [Portfolio](#)

Summary

Senior Site Reliability Engineer and Solutions Architect with 18+ years of experience designing and managing resilient cloud architectures. Passionate about automation, performance optimization, and cloud security. Proven track record in leading SRE initiatives, mentoring engineers, and improving operational efficiency through AI, Kubernetes, and hybrid cloud solutions.

Core Skills

- **Cloud Technologies:** AWS, VMware, IBM Cloud, Kubernetes, Docker
- **Automation & CI/CD:** Terraform, Ansible, Jenkins, GitHub, Python, Bash Scripting
- **Monitoring & Observability:** IBM Instana, Grafana, vRealize Log Insight, Apiary.io
- **Incident Management:** Root Cause Analysis, Problem Solving, Incident Response
- **Performance Optimization:** System Tuning, Capacity Planning, Resource Allocation
- **Security:** System Hardening, Vulnerability Management, Risk Mitigation
- **Methodologies:** Agile, ITIL, Design Thinking

Professional Experience

IBM

Senior Site Reliability Engineer

February 2024 – Present

Define, monitor, and manage Service Level Agreements (SLAs), Service Level Objectives (SLOs), and Service Level Indicators (SLIs) for critical systems.

Implement and manage error budgets to balance reliability with feature development velocity.

Lead automation efforts using Terraform, Ansible, and Jenkins, optimizing cloud operations on AWS.

Reduced AWS operational costs by 35% through instance scheduling and optimization strategies.

Improve incident response by 15% through proactive monitoring and defect prevention strategies.

Mentor junior engineers and enhance internal documentation, increasing efficiency by 20%.

Lead the onboarding program for new SRE hires, developing structured training sessions on core SRE principles, incident response, automation, hybrid cloud, Kubernetes, AI, and observability.

Design and implement the SRE Academy project, creating a comprehensive learning path that equips new hires and transitioning engineers with hands-on skills in cloud infrastructure, automation, and monitoring tools.

Spearhead interactive role-based training sessions, fostering a collaborative environment to accelerate onboarding and knowledge retention.

Establish standardized onboarding documentation and technical training materials, improving ramp-up time for new engineers by 30%.

VMware
Site Reliability Engineer
July 2019 – January 2024

Automate monitoring solutions with Grafana and Instana, reducing system downtime by 10%.
Scale cloud infrastructure to support 20% traffic growth without impacting performance.
Lead capacity planning and resource allocation, ensuring seamless operations and cost efficiency.
Automate infrastructure deployments using Terraform and Ansible, reducing deployment time by 25%.
Manage and optimize VMware Cloud Director, ensuring seamless provisioning and multi-tenant cloud environments.
Administer and maintain VMware Cloud and vCenter, enhancing virtualization efficiency and workload distribution.
Design and implement virtualization strategies, optimizing VM resource allocation for cost and performance efficiency.
Enhance automation workflows for VMware environments, improving provisioning speed and reliability.

IBM
Lead Solutions Architect
November 2016 – June 2019

Lead end-to-end migration strategies, delivering ahead of schedule and under budget.
Develop tailored solutions aligned with client business goals, ensuring a smooth migration process.
Conduct in-depth risk assessments to identify potential issues and mitigate migration risks.
Collaborate with cross-functional teams to streamline automation and improve deployment efficiency.
Oversee solutions from inception to customer handoff, ensuring seamless implementation and adoption.
Monitor system behavior post-implementation, ensuring stability and performance.
Supervise system administrators to verify proper execution of designed solutions.

Hewlett-Packard
Linux System Administrator
January 2007 – June 2013

Provide advanced technical support for Linux servers globally, resolving complex system issues.
Create troubleshooting guides to improve team efficiency and customer satisfaction.
Administer virtualized environments using VMware, ensuring high availability and resource efficiency.
Develop automation scripts to streamline system monitoring and maintenance tasks.
Assist in server provisioning and configuration, optimizing performance for enterprise environments.

Sykes
Technical Support Specialist
January 2006 – December 2006

Provide router and modem configuration support, ensuring seamless connectivity.
Offer bilingual support in English and Spanish for diverse customer needs.
Diagnose and resolve network connectivity issues, improving service reliability.
Assist customers with software installations and system troubleshooting.

Key Projects

- AWS Cost Optimization & Instance Scheduler – Reduced AWS costs by 35% through automated scheduling.
- Automated Linux Patching – Streamlined patching workflows with Bash scripts, improving security compliance.
- End-to-End Migration Projects – Successfully delivered complex migration projects within budget and ahead of schedule.
- Monitoring & Alerting Enhancements – Designed and implemented proactive monitoring systems for reliability.
- Infrastructure Automation – Built and deployed IaC solutions using Terraform & Ansible.
- Cloud Security Improvements – Strengthened system security and compliance through risk mitigation practices.

Certifications

- CKA: Certified Kubernetes Administrator – The Linux Foundation
- IBM Cloud Professional SRE – IBM
- AWS Certified Cloud Practitioner – Amazon Web Services
- Certified Solution Architect – The Open Group
- LPIC-1: Linux Server Professional – Linux Professional Institute
- IBM watsonx.ai Technical Essentials – IBM
- Cisco CCNA Security & CCNA Routing & Switching – Cisco

Leadership & Mentorship

- IBM Mentor – Guided engineers through career development and technical training.
- IBM Recognized Speaker/Presenter – Delivered technical talks to global audiences.
- IBM Recognized Teacher/Educator – Led internal technical training programs.
- IBM Volunteers Engagement Award – Recognized for contributions to mentorship programs.

Education

- Tecnológico de Costa Rica – Telematics (Technical Degree)
- New Horizon Costa Rica – CompTIA Linux+
- Grupo Asesor en Informática – Cisco CCNA Security & CCNA

Sysdig's Cloud Security Training

- Develop hands-on experience with Sysdig's security tools for threat detection and vulnerability management.
- Gain expertise in reducing vulnerability noise by 95% and detecting attacks within 5 seconds.
- Strengthen cloud security posture through real-time attack simulations and defense mechanisms.

Honors & Awards

- Top Performer
- Quality Champion
- PMPi Winner

Languages

- Spanish: Native Proficiency
- English: Professional Working Proficiency