

# CHRISTIAN DIAZ

## Site Reliability Engineer

(480) 779-8451 • hireme@cdiaz.cloud • Phoenix, AZ

### Experience

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#### Freelance

Phoenix, AZ

##### IT Consultant

06/2024 - Present

Provided cloud modernization consulting services, demonstrating expertise in multiple cloud platforms including Azure and GCP.

- Facilitated receipt of grant from Microsoft Azure for a small non-profit organization and subsequently migrated workloads from GCP, generating an annual savings of \$2000.
- Implemented Azure Kubernetes Service (AKS) cluster for a non-profit organization, utilizing spot node pools to maximize cost savings.
- Deployed desktop-as-a-service (DaaS) solution using Azure Virtual Desktop for a healthcare provider, providing a substantial cost savings vs. replacing macOS endpoints with Windows to support new EHR software.

#### Parsons Xtreme Golf

Remote

##### Site Reliability Engineer

06/2021 - 06/2024

SRE for high-velocity organization through periods of rapid growth, from 200 local employees to 1200+ throughout the US, Mexico, UK, and Japan.

- Led security initiatives in the absence of a dedicated security team, demonstrating ability to manage security in a fast-paced environment.
- Managed AWS infrastructure across 10 AWS accounts and hundreds of CloudFormation stacks, demonstrating proficiency in large-scale cloud operations.
- Developed and maintained Infrastructure-as-Code (IaC) using Pulumi and Terraform, incorporating security best practices and compliance requirements.
- Automated infrastructure management with Ansible for a fleet of 100+ Windows and Ubuntu servers, showcasing skills in cross-platform system administration.
- Designed and implemented cloud-native solutions, including containerized applications and serverless architectures.
- Owned the entire lifecycle of apps/services across multiple service categories, from architectural review to implementation and improvement.
- Reduced human error in provisioning and access controls by implementing automated Active Directory provisioning from HRIS.
- Designed and implemented monitoring and alerting systems for security events using Datadog.

#### Parsons Xtreme Golf

Scottsdale, AZ

##### IT Core Engineer

03/2021 - 06/2021

Served as the sole engineer in a new department, filling a systems administrator / engineer capacity.

- Collaborated with SRE team on engineering automations, networking, and cloud architecture (AWS), demonstrating versatility in cloud platforms.
- Maintained, monitored, and improved existing SaaS and hosted services, showcasing ability to work with diverse cloud-based solutions.
- Acted as subject-matter expert/owner on ~50 applications and services, demonstrating broad knowledge of cloud-based applications.

#### YAM Worldwide

Scottsdale, AZ

##### IT Support Engineer

01/2019 - 03/2021

- Supported a wide range of rapidly-growing businesses with break/fix, improvement, and consultation services
- Improved joiners/movers/leavers process by developing one-step automation for employee offboarding and creating dynamic forms for employee onboarding to ensure proper equipment and permissions
- Utilized strong troubleshooting and problem-solving skills to resolve issues in a constantly growing and extremely diverse environment with little to no documentation
- Ensured known issues, configurations, and troubleshooting steps were properly documented and labeled in knowledge base
- Resolved escalated issues from tier 1 support and provided support for junior team members
- Installed network and client infrastructure at remote retail locations and offices

## Experience

### CompuCom

Tempe, AZ

Field Service Technician

06/2018 - 01/2019

- Solely responsible for the maintenance and repair of all PCS, POS equipment, and network infrastructure across 12 Lowe's Home Improvement locations, ensuring compliance with established service level agreements (SLAs) and minimizing downtime
- Conducted diverse infrastructure refurbishment and repair tasks, including workstations running on Windows and Linux operating systems, Lexmark printers, wireless access points, and various POS equipment
- Established and maintained strong working relationships with store, CompuCom, and Lowe's corporate leadership, facilitating effective communication and issue resolution
- Improved field service team communication and collaboration by developing and implementing process improvements, resulting in increased efficiency and productivity

## Certifications

CompTIA A+

CompTIA Network+

CompTIA Security+

GCP Professional Cloud DevOps Engineer — Anticipated Nov. 2024

## Education

### Grand Canyon University

Phoenix, AZ

Bachelor's of Science in Information Technology; Cybersecurity concentration

2016 - 2020

## Skills

**Cloud Infrastructure:** Google Cloud Platform (GCP), Microsoft Azure, Amazon Web Services (AWS), DigitalOcean

**Containers:** Kubernetes, Google Kubernetes Engine, Azure Kubernetes Service, Docker

**Serverless:** Azure Container Apps, GCP Cloud Run, AWS Fargate

**IAM:** Okta, Active Directory

**Infrastructure-as-Code:** Terraform, Pulumi, CloudFormation, Ansible

**Languages:** Python, Bash/Shell, Powershell, TypeScript

**CI/CD:** GitHub Actions, Gitlab CI/CD, Jenkins

**Monitoring / Observability:** Grafana, Prometheus, Datadog

## Links

 GitHub  
github.com/cdiaz2799

 LinkedIn  
linkedin.com/in/christian-diaz26