Nicholas Santiago

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Executive Summary

Highly skilled DevSecOps Engineer with over two decades of extensive experience in Linux system administration, cloud engineering, and cybersecurity. Proven track record of implementing robust automation solutions that enhance operational efficiency and security posture across diverse environments.

Expert in integrating security practices into the DevOps pipeline, ensuring compliance and risk management while driving innovation. Adept at leveraging cloud technologies (AWS, Azure, OCI) to optimize infrastructure and streamline deployment processes. Strong leadership capabilities with experience managing cross-functional teams, mentoring junior engineers, and fostering a culture of collaboration and continuous improvement.

Recognized for a strategic mindset and the ability to align technology initiatives with business objectives, delivering scalable and secure solutions that support organizational growth. Committed to staying at the forefront of industry trends and best practices, with a passion for driving transformation through technology.

Core Technical Skills

Amazon Web Services	Microsoft Azure	Oracle Cloud	DigitalOcean
Terraform	OpenTofu	Ansible	Python
Red Hat Enterprise Linux	Rocky Linux	AlmaLinux	Debian
Ubuntu	Alpine	Dynatrace	Splunk
Kubernetes	Docker	Podman	Kaniko
Jenkins	GitHub Actions	GitLab CI	Tekton
ArgoCD	IBM UrbanCode Deploy	PostgreSQL	MongoDB
Cisco Call Manager	Avaya IP Office	3CX	Asterisk

Relevant Professional Experience

GeneDx   USA – Remote – Full-Time
Senior DevOps Engineer   July, 2024 to Present
- Migrated applications from multiple cloud environments of predecessor companies to a central environment in Oracle Cloud Infrastructure, establishing CI/CD processes in GitHub Actions, for infrastructure and application builds.
- Ensured uptime and resiliency of customer- and workforce-facing Kubernetes applications.
- Accelerated application delivery by forging partnerships with application teams, and by mentoring application developers.

The Cigna Group   USA – Remote – Full-Time
Architecture Senior Advisor   October, 2019 to June, 2024
- Adopted a cloud-native architecture for customer-facing web portals at a global healthcare service provider, harnessing Docker, Kubernetes, Red Hat OpenShift, and offerings from Amazon Web Services.
- Designed zero-touch CI/CD pipelines for customer-facing web portals at a global healthcare service provider, harnessing GitLab, Tekton, Jenkins, Red Hat OpenShift, and AWS Elastic Kubernetes Service.
- Programmatically provisioned cloud and on-premise resources using Terraform, ensuring a homogeneous environment across various the various levels of the software development lifecycle.
- Seamlessly migrated applications from legacy virtual machine-driven applications to containerized applications in a combination of public and private clouds.
- Directly managed a team of early-career associates entering the technology workforce.

The Cigna Group   USA – Remote – Full-Time
Architecture Advisor   July, 2018 to October, 2019
- Created continuous integration and continuous delivery pipelines for over three hundred deployable artifacts, serving over twenty scrum teams.
- Designed the data flow for a new iteration of customer-facing web applications.
- Provided support to onsite and offshore developers.

The Cigna Group   USA – Remote – Full-Time
Infrastructure Engineer Sr. Specialist   June, 2016 to June, 2018
- Automated processes and improved efficiency in the deployment of middleware applications being used by Cigna and its trading partners.
- Created the build and deployment pipeline for a new stack of software applications being built on Node.JS and Spring Boot, with automated configuration for Nginx and HA Proxy in all levels of the software development life cycle.
- Adopted and led a scrum team in an early iteration of Agile within the enterprise.

Pro Unlimited @ The Cigna Group   USA – Remote – Contract
Infrastructure Engineer Sr. Specialist   June, 2016 to June, 2017
- Automated processes and improved efficiency in the deployment of middleware applications being used by Cigna and its trading partners.
- Created the build and deployment pipeline for a new stack of software applications being built on Node.JS and Spring Boot, with automated configuration for Nginx and HA Proxy in all levels of the software development life cycle.

ProctorFree, Inc.   USA – Remote – Contract
DevOps Engineer   April, 2015 to April, 2016
- Maintained the public and private cloud server infrastructure of a web application service provider, working with colleges, universities, and accreditation agencies.
- Evaluated and implemented various tools for systematizing and automating new services, packaging and deployment of code and system updates.
- Implemented redundant high availability to the company's cloud, allowing their software stack to survive maintenance and outage scenarios.

RealTech, LLC   USA – Remote – Full-Time
Linux Systems Administrator   March, 2014 to July, 2014
- Maintained the public and private cloud server infrastructure of a web application service provider, directly providing service to mortgage companies throughout North America.
- Installed and rebuilt servers, configured hardware, peripherals, services, settings, directories, storage, etc. in accordance with standards and operational requirements.
- Performed daily system monitoring, verified the integrity and availability of all server resources, systems and key processes, reviewed system and application logs, and verified completion of scheduled jobs.
- Applied operating system and package patches and upgrades on a regular basis, and upgrade administrative tools and utilities. Configured and added new services as were necessary.

iFAX Solutions   Norristown, Pennsylvania – Full-Time
Technical Support Engineer   December, 2012 to September, 2013
- Provided support to customers and integration partners on the evaluation, purchase and implementation of enterprise-grade facsimile server software.
- Integrated facsimile server software with varying PBX platforms, including Cisco Unified Call Manager, Avaya Aura, Nortel BCM, Asterisk, and Switchvox.
- Troubleshot operating-system-level and network-level issues with customer systems running various versions of enterprise facsimile server software on varied distributions and versions of Linux.
- Built and upgraded custom telephony and facsimile servers to facilitate orders received by customers.

Community Action of the Lehigh Valley   Bethlehem, Pennsylvania – Full-Time
Director of Information Technologies   October, 2003 to December, 2012
- Served as the Chief Technology Officer for the largest non-profit human services agency in Pennsylvania's Lehigh Valley region, serving the third largest metropolitan region in the Commonwealth.
- Composed and implemented strategic technology plans, setting the agency's technological goals to match with the overall strategic plan as approved by the Board of Directors.
- Implemented strategic plans for the use and evolution of technology within the agency, employing the use of Cloud software, platform and infrastructure solutions.
- Supervised a staff of three, served as the senior Linux system administrator and assisted the Windows system administrator.
- Implemented and enforced security policies to govern appropriate use by employees, contractors and guests.
- Initiated, planned, and implemented a full-scale integration of an MPLS IP network throughout a two-county footprint of ten locations, serving over 100 employees.

Recent Education and Certifications
Amazon Web Services   Seattle, Washington
Certified Cloud Practitioner

Red Hat   Raleigh, North Carolina
DO180 – Containers, Kubernetes, and Red Hat OpenShift
DO288 – OpenShift Development I: Containerizing Applications

Cloudera   Palo Alto, California
Cloudera Search & Data Analyst

Cisco Systems   San Jose, California
Small and Medium Business - Account Engineer

Lackawanna College   Scranton, Pennsylvania
Act 49 Law Enforcement Academy