

Miguel Ángel Carvajal Ramos

SENIOR SITE RELIABILITY AND PLATFORM ENGINEER

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PROFESSIONAL SUMMARY

Senior Site Reliability and Platform Engineer with 10+ years operating production systems at scale. Specialized in AWS, Kubernetes, AI/LLM platforms, incident response, automation, and reliability engineering. Experienced building agentic AI systems using Bedrock, LangGraph, MCP, and cloud-native platforms while maintaining production SLOs through automation, observability, and operational excellence.

CORE SKILLS

Agentic AI & AIOps: AWS Bedrock, MCP (Model Context Protocol), LangGraph, LangChain, AI Agents, Agentic Workflows, AI-assisted Incident Response, RAG, Vector Databases, LangSmith

Infrastructure & DevOps: Terraform, Terragrunt, Ansible, GitLab CI/CD, GitHub Actions, Jenkins, Kubernetes (EKS, AKS), Helm, GitOps (ArgoCD), Docker

Cloud Platforms: AWS (EKS, EC2, RDS, Lambda, CloudFormation, SSM, S3), GCP (Vertex AI, BigQuery, Cloud Run, Cloud Storage), Azure (AKS, APIM, Entra ID, Log Analytics), OCI

Security & CDN: Akamai CDN, Imperva WAF, SSL/TLS management, API Gateway security

Release & Incident Management: ServiceNow, PagerDuty, SLO/SLI/SLA definition, RCA, blameless post-mortems, on-call rotation

Programming: Python, Bash, JavaScript/React, FastAPI, Java, C#

Monitoring & Observability: Datadog, New Relic, Grafana, Prometheus, CloudWatch, Splunk, Azure Monitor, Log Analytics, LangSmith

PROFESSIONAL EXPERIENCE

Unosquare / McGraw-Hill Education (MHE)	Remote
Senior Cloud Engineer / SRE	2025-10 – Present
- Architected and deployed a production AI Platform on AWS EKS integrating AWS Bedrock (Claude) and LangGraph agentic workflows, serving 500+ internal users - Built and operated production AI agents integrating Bedrock, MCP-based tools, Redis memory, and enterprise knowledge sources to automate engineering workflows and reduce manual operational effort - Built agentic infrastructure using LibreChat with custom tool integrations, deploying agents designed to automate ops work (pre-triage, RCA drafting, and automated remediation workflows) - Designed and packaged MCP (Model Context Protocol) gateway as a Helm chart, enabling standardized tool-calling interfaces and security guardrails between LLM agents and internal engineering services - Managed 4 EKS clusters (Kubernetes 1.32) utilizing Terraform/Terragrunt and Helm, ensuring high-availability and reliability for agentic workloads; maintained 99.9% uptime SLO - Designed cross-cloud enterprise platform observability standards, defining SLOs/SLIs and telemetry dashboards utilizing Datadog and New Relic that improved incident analysis and provided structured operational context for AI-assisted workflows - Established secure cross-cloud identity integration and IRSA, configuring Microsoft Entra ID and AWS IAM Identity Center for federated access control	

- Participated in 24/7 P1/P2 SRE on-call rotations, leading incident resolution, root cause analysis (RCA), and designing auto-remediation workflows to eliminate recurring failures
- Managed GitOps deployments via GitHub Actions and ArgoCD across multi-cloud environments, treating the operations harness itself as the core engineering product

Cóatl Tech**Remote***Cloud & ML Consulting Engineer**2024-10 – 2025-10*

- Delivered cloud solutions including requirements gathering, architecture design, and implementation on AWS, GCP, and Azure
- Worked across Azure, AWS, and GCP environments, applying platform engineering principles for identity, observability, Kubernetes, and API management
- Implemented enterprise identity and access patterns using AWS IAM, Entra ID, and secure service-to-service authentication for cloud-native workloads
- Deployed observability and monitoring solutions using Datadog, Prometheus, Azure Monitor, and CloudWatch for microservices
- Troubleshoot complex production integration issues involving API Gateways authorization, DNS routing, and event-driven consumer lag
- Built modular GitLab CI/CD pipelines for multi-cloud deployments, reducing client deployment time by 40%
- Designed end-to-end ML pipelines on GCP Vertex AI and AWS using Terraform covering data ingestion, model training, and production deployment

Concentrix / T-Mobile**Remote (CDMX)***Senior Associate Cloud Engineer (SRE)**2022-08 – 2024-08*

- Managed domain routing, DNS, and CDN configurations for high-traffic consumer websites (30M+ monthly visitors) across Akamai Edge and Imperva WAF, integrating routing with Global Traffic Managers and private DNS zones
- Served as first responder during P1/P2 production incidents, coordinating troubleshooting efforts across platform, networking, and application teams to restore service under strict SLA requirements
- Automated Akamai property provisioning using Terraform and GitLab CI/CD with Ansible playbooks, reducing configuration drift in hybrid AWS and Azure environments by 60%
- Troubleshoot complex networking issues including TLS handshake failures, origin connectivity, cache invalidation, and HTTP header manipulation across distributed edge nodes
- Implemented security policies and SSL/TLS certificate lifecycle management for 200+ enterprise web applications; managed mTLS and API gateway security configurations
- Participated in 24/7 on-call rotations; troubleshoot P1/P2 incidents involving DNS resolution, CDN routing, and origin health — structured root cause analysis with blameless post-mortems
- Built Grafana dashboards for traffic visualization, error rate monitoring, and edge performance metrics
- Led knowledge transfer sessions during team transitions for domain management and networking processes

Círculo de Crédito*Senior DevOps Engineer**2022-01 – 2022-08*

- Migrated critical APIs from legacy Apigee Edge on-premise to Apigee X natively on Google Cloud Platform, improving availability by 25%
- Integrated hybrid connection routes between GCP Apigee X and Azure API Management (APIM) to establish federated access control for credit bureau APIs
- Automated deployment pipelines with GitLab CI/CD and AWS CodeDeploy; set up centralized monitoring with Grafana, Slack alerts, and PagerDuty

Televisa Blim TV*Senior DevOps Engineer**2019-04 – 2022-01*

- Administered cloud infrastructure for Blim TV's streaming platform on AWS (EC2, ECS, AWS Elemental), serving 2M+ subscribers

- Managed Wowza streaming servers (Java) for live and on-demand video delivery; improved CI/CD workflows using Jenkins

IIMAS, UNAM / Project: SECEOT — War & Scenario Simulator (Escuela Superior de Conacyt Guerra, SEDENA)

GIS Engineer & Systems Administrator

2018-06 – 2019-04

- Designed and implemented the GIS component of SECEOT (military simulation platform) using C#/WPF (.NET) for the Mexican Defense Ministry, funded by Conacyt through IIMAS-UNAM
- Configured and administered GeoServer on Windows Server, then migrated the full geospatial stack to CentOS for production stability and security
- Managed PostgreSQL/PostGIS spatial databases and JBoss application server infrastructure

Grupo Jaque / Jaque Digital

Mexico City, Tijuana & Bogotá (Colombia)

Co-Founder & CTO

2013-09 – 2018-03

- Co-founded and grew a technology consultancy as CTO, leading engineering teams (5-8 developers), defining technical roadmap, and managing full P&L for technology delivery
- Led end-to-end customer engagements: on-site discovery, solution architecture, development, delivery, training, and post-launch support across government, financial services, transportation, and technology sectors
- Managed cross-functional teams across multiple concurrent projects, setting priorities, conducting code reviews, and mentoring junior/mid developers
- NEC / AFOREs: Delivered biometric fingerprint reader integration for retirement fund administrators
- CAPUFE: Designed QR code generation system for toll payment receipts, integrating with government payment infrastructure
- Transportation (Baja California): Led on-site trips to Tijuana for discovery and design of integrated bus management platform — ticket sales, route management, and online payments
- Carvajal Tecnología y Servicios (Bogotá, Colombia): Traveled to Colombia to lead electronic invoicing projects, managing cross-border client relationships
- Grew company revenue by 50% through improved solution design and customer satisfaction

Telefónica Movistar México

Interconnection Analyst

2012-10 – 2013-11

- Analyzed carrier-to-carrier interconnection traffic across business and mediation areas, supporting billing reconciliation and dispute resolution
- Extracted and processed datasets from Unix/Solaris servers using Oracle SQL for traffic analysis, revenue assurance, and regulatory reporting
- Coordinated with regulatory, finance, and network operations teams on interconnection agreements and compliance requirements

SHCP (Secretaría de Hacienda y Crédito Público)

Java EE Engineer

2013-02 – 2013-09

- Maintained and enhanced J2EE modules for a federal funds management system within the Technology & Systems division, using Apache Struts and Hibernate on Oracle DB
- Contributed to modernization efforts on mission-critical government financial infrastructure

PROJECTS

AI Code Review Agent

Agentic system built with LangGraph + FastAPI + FAISS that performs automated code reviews on PR diffs. Integrates real tool calling (ruff linter, test coverage), RAG over repo conventions, dynamic context trimming, and structured JSON logging. Deployed via Docker Compose with GitHub Actions CI/CD pipeline.

Stack: Python, LangGraph, FastAPI, FAISS, Docker, GitHub Actions

EDUCATION

Computer Science Studies - National Autonomous University of Mexico (UNAM)

CERTIFICATIONS & TRAINING

DeepLearning.AI — LangChain for LLM Application Development

ITIL Methodologies | Scrum Implementation

LANGUAGES

Spanish: Native | English: Professional proficiency (daily use with international teams) | German: Intermediate