WILAN DE CASTRO

Senior Site Reliability Engineer | Cloud Infrastructure & Security Operations

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PROFESSIONAL SUMMARY

Senior Cloud Infrastructure and Site Reliability Engineer with extensive experience architecting, securing, and operating mission-critical enterprise platforms on AWS. Specialist in Infrastructure as Code (**Terraform**), container orchestration (**ECS/Fargate, Kubernetes, Docker**), and CI/CD pipelines (**GitHub Actions, Jenkins, Concourse CI**). Expert in Zero-Trust micro-segmentation with **Illumio PCE**, production database administration (RDS/PostgreSQL), and AI-augmented developer operations.

TECHNICAL SKILLS & COMPETENCIES

Cloud Infrastructure:	AWS (ECS/Fargate, RDS PostgreSQL, SQS, ElastiCache Redis, S3, Secrets Manager, CloudWatch, Route 53, STS), Teleport
IaC & Automation:	Terraform (IaC), AWS CDK, CloudFormation, Ansible (Playbooks & Dynamic Inventories), Chef (Vault, Data Bags), n8n
CI/CD & Containers:	GitHub Actions, Concourse CI (fly CLI), Jenkins, Docker (Multi-stage, lifecycle), Kubernetes (EKS runtime & kubectl)
Security & Networking:	**Illumio PCE** (Zero-Trust micro-segmentation, illumio-pce-ctl), TLS/SSL Lifecycle (Let's Encrypt, Certbot), STS Assume-Role, IAM
Observability & DBs:	Datadog (SLIs/SLOs, APM), CloudWatch, OPManager, PostgreSQL (psql, clustering), Python (pyotp, API integration), Bash/Shell

PROFESSIONAL EXPERIENCE

SENIOR SITE RELIABILITY & CLOUD INFRASTRUCTURE ENGINEER
April 2026 – Present

- **AWS Production Operations:** Operate and optimize resilient AWS services including **ECS/Fargate**, **RDS/PostgreSQL**, **SQS**, **ElastiCache/Redis**, S3, Secrets Manager, and CloudWatch across production and staging environments.
- **Deployment Automation & IaC:** Build and maintain automated **GitHub Actions** CI/CD workflows with Docker for repeatable releases, automated testing, controlled database migrations, and safe rollbacks; provision reproducible environments using **Terraform** and CDK.
- **Observability & Reliability:** Implement proactive monitoring, logging, metrics, alerting dashboards, and recovery runbooks detecting system anomalies; lead cross-functional troubleshooting across containers, networks, and databases to eliminate recurring failures.
- **Security & AI Productivity:** Enforce least-privilege IAM policies, environment isolation, and secure secret lifecycles; leverage validated AI tools for infrastructure scripting, incident root-cause analysis, and operational runbook generation.

CORPORATE IT ENGINEER (SAAS & CLOUD OPS) | Collectors Universe Inc.
March 2025 – April 2026

- **Automation & Access Control:** Engineered Python CLI tooling (`cli.py`) incorporating TOTP MFA challenges (`pyotp`) for automated client onboarding; integrated agentic AI workflows (Claude, Gemini, Rovo) to streamline SaaS operations.
- **Security & Patch Governance:** Managed enterprise-wide OS patch cycles and AWS cross-account STS Assume-Role access controls with external-ID enforcement, ensuring zero-trust posture and zero-disruption maintenance windows.

SR. SITE RELIABILITY ENGINEER (SRE) | OpenText
January 2023 – March 2025

- **Zero-Trust Micro-segmentation (Illumio PCE):** Managed active-active multi-node clusters (v25/26) across isolated network zones (`prod-x`/`prod-y`); executed cluster health diagnostics via `illumio-pce-ctl` and automated policy updates via RESTful APIs.
- **Certificate & IaC Automation:** Orchestrated **Concourse CI** pipelines for Let's Encrypt TLS/SSL renewals over Route 53 DNS; distributed credentials securely via **Chef Vault** and executed zero-downtime rolling restarts using **Ansible** playbooks with dynamic inventories.
- **Observability & SLIs/SLOs:** Automated AWS infrastructure provisioning using **Terraform** and established Datadog SLIs/SLOs, partnering with development and database teams to prevent platform outages and maintain 99.9% uptime.

APPLICATION SUPPORT TEAM LEAD & SYSTEMS ADMIN | OpenText / Intergrid / ADB
2016 – 2023

- Led Tier-3 global technical support teams for NetIQ Identity & Access Management (IAM); resolved critical P1 incidents and system bottlenecks under strict SLAs, managed multi-tier data center operations, and directed disaster recovery backup strategies.

EDUCATION & PROFESSIONAL CERTIFICATIONS

Centro Escolar University
Bachelor of Science in Computer Engineering

Certifications & Credentials
AWS Certified Cloud Practitioner • HashiCorp Terraform • CompTIA Security+ • CKA (Prep) • ITIL v4 Foundation