

William Valdez

Platform Engineer | Site Reliability Engineering | Agentic AI Systems

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Core Skills

Platform & Site Reliability Engineering

AWS · Azure (AZ-104) · GCP · Multi-Cloud Architecture · Infrastructure as Code (Terraform) · Cloud Networking · High Availability & Fault Tolerance

APIs, Integrations & Event-Driven Systems

REST APIs · Webhooks · API Gateway Integrations · JSON/HTTP Protocols · OAuth2 · JWT Authentication · SSO · Event-Driven Architecture · Third-Party API Integrations (Stripe, Supabase, Cloud Services)

Data & Persistence Layer

SQL Schema Design · Relational Databases · Postgres (Supabase) · Row-Level Security (RLS) · Data Modeling · Query Optimization · State & Metadata Storage

DevOps, CI/CD & Automation

CI/CD Pipelines (Azure DevOps, GitHub Actions, Jenkins) · GitOps Workflows · Automated Deployments · Environment Promotion (Dev/Prod) · Secrets Management · Vault Integrations

SRE & Production Operations

System Reliability Engineering · Observability (Prometheus, Grafana) · Monitoring & Alerting · Incident Response · Root Cause Analysis · Patch & Fleet Management (Automox) · Backup & Recovery

Security, Identity & Zero Trust

IAM · RBAC · Least Privilege · Zero Trust Architecture (Zscaler ZDTA) · Security Operations (SSCP) · Risk & Compliance Controls · Secure API Design

AI & Application Engineering

AI-Driven Applications · Agentic Workflows · OpenAI / Claude Integrations · Mobile & Web App Development (iOS, Android, PWA) · Real-Time Interactive UIs · Subscription & Entitlement Systems

Networking & Systems

TCP/IP · DNS · Load Balancing · VPC Architecture · Endpoint Security · Windows Systems Administration

Professional Experience Summary:

Site Reliability and Platform Engineer with over a decade of experience operating enterprise cloud and hybrid infrastructure. Proven track record designing reliable secure systems across identity management access control patching automation observability and high availability platforms.

Extensive experience administering Active Directory Azure and Entra ID across multiple domains with responsibility for identity lifecycle management access governance and hybrid directory integration. Leads platform initiatives within Group1001 spanning on premises and cloud environments while advising on policy design security controls and operational best practices.

Delivers infrastructure deployments upgrades and maintenance with a strong focus on stability security and scalability. Trusted partner to engineering security and compliance teams supporting mission critical systems across diverse business entities.

Platform Engineering, Site Reliability and Infrastructure Group1001 (formerly Guggenheim Partners) 2016 - Present

Career progression: From System Administrator to Platform Engineer through successive promotions in infrastructure and reliability engineering.

Platform Engineering Site Reliability and Infrastructure

- Progressed through multiple promotions based on expanding technical scope operational ownership and platform reliability responsibilities
- Owned reliability and operations for production and non-production environments across cloud and enterprise infrastructure
- Resolved high priority incidents involving service outages performance degradation capacity exhaustion and access failures
- Led server lifecycle and remediation initiatives including service restarts agent removals environment cleanup and platform hardening
- Implemented cloud cost optimization initiatives including off hours shutdown automation standardized tagging policies and savings dashboards
- Designed and executed non-production instance scheduling to reduce cloud spend while maintaining operational readiness
- Built and maintained monitoring and alerting workflows covering CPU disk capacity service health and infrastructure signals
- Supported disaster recovery and BCDR exercises including access validation recovery workflows and infrastructure cleanup
- Delivered infrastructure changes through Jira and ServiceNow with strong documentation auditability and cross team coordination
- Partnered closely with application engineering security compliance and infrastructure teams to improve platform stability and reduce risk

Identity Access and Enterprise Platform Operations

- Administered Azure Active Directory and on premises Active Directory including user lifecycle group management role-based access and directory synchronization
- Led enterprise identity and access management including IAM SSO MFA privileged access controls and access audits
- Configured and maintained Azure AD Connect for hybrid identity integration
- Managed Windows Server environments including Active Directory Group Policy DNS DHCP file services backups and disaster recovery
- Administered Microsoft 365 services including Teams Exchange Online licensing and tenant security settings
- Operated ServiceNow workflows for incidents access requests and service delivery
- Implemented endpoint and email security using Microsoft Defender Zscaler and Mimecast
- Managed automated patching and vulnerability remediation using Automox
- Administered Intune for device and application management enforcing security and compliance standards

Software Support Engineer, Weblink International, Indianapolis, IN January 2015 – February 2016

- Tested software using staging and test databases and reported verified defects to subject matter experts
- Used SQL queries to extract database data and produce basic custom reports
- Documented and communicated client workarounds patches and enhancement requests including implementation timelines
- Provided remote desktop support including Windows OS validation software installation configuration and troubleshooting
- Diagnosed and resolved network connectivity and firewall compatibility issues related to application communication
- Customized SAP Crystal Reports including cosmetic updates and deployed reports to client servers
- Performed web content updates and minor website modifications based on client requirements

Earlier Experience:

Systems administration, small business consulting, web and application development and custom tooling from 2005 onward

Tech Stack

Terraform, AWS, Azure, GCP, Supabase, PostgreSQL, Stripe API, REST APIs, Webhooks, JWT, OAuth2, GitHub Actions, Azure DevOps, Jenkins, Prometheus, Grafana, Vault, Zscaler, Automox

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