

JOHN IAN R. MEDILO

Richmond, BC, Canada | Open to Relocation | Phone: +1 236-997-0916 | Email: j1.medilo06@gmail.com LinkedIn: linkedin.com/in/johnianmedilo | Portfolio: kuyaops.com Canadian Permanent Resident

PASSIONATE TECHNOLOGY OPS ENGINEER

Senior DevOps Engineer and Site Reliability Engineering (SRE) Architect with 15+ years scaling infrastructure from physical data centers to cloud to multi-cloud to cloud hosting. Built and managed enterprise data centers (power, cooling, rack/stack), migrated to AWS/Azure/GCP multi-cloud architectures, and architected cloud hosting platforms serving millions of global users across Samsung Knox, Samsung Pay, and SmartThings. Deep expertise in Terraform, Terraform Enterprise, Kubernetes, Amazon Web Services (AWS) multi-account architectures, GitHub Actions, Datadog, StrongDM, and cloud-native security. Consistently reduced deployment time by 60 to 80 percent, cut infrastructure costs by 30 percent, and enforced zero-hardcoded-secrets policies across 200+ repositories. Samsung Research and Development Canada role concluded October 2024 due to company-wide reorganization. Engaged in contract consulting while navigating a challenging job market. Seeking a senior-level infrastructure role.

SOC 2 Type I/II Compliance Certification (2021-2022) | ISO/IEC 27001 certification (ISO 27001:2005) in 2008-2009 | Lean Six Sigma Black Belt (2021)

Agentic AI Frameworks. Deep-dive research completed on multi-agent orchestration for DevOps automation; building POC for self-healing infrastructure agents. Built production-grade AI-powered log analysis engine using LLM-based natural language search for operational query resolution across distributed log repositories

PROFESSIONAL EXPERIENCE

Retail Marketing Solutions LLC (RMS) | Remote US Cloud Infrastructure Architect & Engineering (Part-Time Consulting) | April 2026

- Delivered pre-launch infrastructure architecture and strategy for a cloud hosting reseller platform including open-source technology stack selection with FinOps, SecOps, and observability
- Architected tech stack: Webpros, Wazuh/OpenVAS/Vault, OptScale, Prometheus/Grafana for monitoring and billing
- Analyzed on-premises datacenter providers and cloud providers for solution design and cost optimization

Cyberium Venture Inc. | Richmond, BC SecOps Engineer (Part-Time Contract) | June 2025 to August 2025 132 hours total — flexible 0 to 40 hrs/week contract

- Delivered Terraform-based automation for StrongDM workflows, access control policies, and infrastructure provisioning
- Assessed technology strategies and established best-practice tagging standards for multi-environment resource management
- Strengthened product security monitoring and created migration proposals for infrastructure modernization

Mark Anthony Group | Vancouver, BC SRE Architect, Cloud Team | December 2024 to May 2025

- Architected reusable Terraform modules automating Datadog integration across 4 AWS environments, cutting observability deployment time from days to hours and eliminating 100 percent of manual monitor configuration
- Designed YAML-native CI/CD pipelines using GitHub Actions, Ansible, and Bash for Datadog agent rollout, standardizing instrumentation consistency and reducing environment drift to near zero
- Built advanced Datadog dashboards and synthetic monitors for CI/CD pipeline health and service availability, reducing Mean Time To Detect (MTTD) by 50 percent
- Introduced FinOps-grade tagging standards and metadata schemas enabling per-team cost attribution and automated compliance reporting across multi-account AWS estates
- Proposed Policy-as-Code guardrails in Terraform to block non-compliant resources pre-deployment, preventing approximately 30 percent of misconfigurations from reaching production

Samsung Research and Development Canada | Vancouver, BC Senior DevOps Engineer / TechOps Engineer | May 2022 to October 2024 Role concluded due to company-wide reorganization

- Migrated 50+ microservices from Jenkins to CircleCI to GitHub Actions with YAML-native pipeline templates, reducing deployment cycle time by 65 percent and standardizing release workflows across all teams

- Authored Terraform modules enforcing mandatory resource tagging, IAM permission boundaries, and security group validation, achieving 100 percent compliance with internal governance policies
- Automated user lifecycle management pipeline for onboarding and offboarding across GitHub Organizations, AWS IAM, and internal tooling, eliminating 100 percent of manual access provisioning and reducing provisioning time from 2 days to 15 minutes
- Built self-service repository provisioning where developers submit a configuration file and CI/CD auto-provisions repositories with branch protection, secrets injection, SonarQube scanning, and policy-compliant templates, accelerating developer onboarding by 70 percent
- Enforced zero-hardcoded-secrets policy via GitLeaks and TruffleHog CI/CD gates with automated merge blocking, integrated with HashiCorp Vault and AWS Secrets Manager for dynamic credential retrieval
- Integrated vulnerability scanning using SonarQube and AWS Inspector into CI/CD with automated blocking of high and critical severity findings, reducing security debt by 40 percent
- Deployed Wazuh EDR platform for host-level threat detection, log analysis, and compliance monitoring across cloud and on-prem workloads
- Conducted vulnerability assessments with OpenVAS and AWS Inspector, tracking remediation SLAs and reporting to leadership
- Deployed event-driven observability pipelines using Amazon CloudWatch Events, AWS Lambda, and Amazon Simple Notification Service (SNS) and led Datadog implementation including Application Performance Monitoring (APM), dashboards, and synthetic tests, cutting Mean Time To Repair (MTTR) by 45 percent

Samsung Research and Development Philippines | Taguig City, Philippines Head of Service Reliability Engineering Team | March 2018 to May 2022

- Directed Service Reliability Engineering for services including Knox, Samsung Pay, and SmartThings IoT serving millions of global users across AWS, Azure, and GCP
- Managed Terraform Enterprise at scale with workspace-per-environment architecture, module registry, and Role-Based Access Control (RBAC) policies, supporting 30+ devops and dba engineers (7 teams) with zero state corruption incidents
- Architected multi-tenant RBAC framework isolating Knox, Pay, SmartThings, and Samsung Pass environments via AWS Organizations Service Control Policies (SCPs), Kubernetes network policies, and Terraform workspace separation
- Established YAML-native CI/CD standards using GitHub Actions and Jenkins Pipeline-as-Code, replacing ad-hoc scripts and reducing deployment failures by 55 percent
- Led DISA Security Technical Implementation Guides (STIG) compliance initiative for Samsung Knox government deployments, passing external audit with zero critical findings
- Mentored a team of 6 Site Reliability Engineers, established on-call rotations, incident response playbooks, and blameless post-mortem processes, reducing repeat incidents by 35 percent

JoinPiggy Ltd | Quezon City, Philippines Lead DevOps Engineer | March 2017 to May 2018

- Managed AWS multi-account environment including VPC, IAM, RDS PostgreSQL, ElastiCache Redis, and S3 serving 1 million+ browser-extension users with 99.95 percent uptime
- Built serverless automation with AWS Lambda for database maintenance and log aggregation, reducing operational toil by 25 hours per week
- Designed GitHub Actions CI/CD for Python and Django with automated testing and security scanning, shrinking release cycles from weekly to daily

Cardno Emerging Markets | Building Excellence in Science and Technology (BEST) Program | Philippines Senior IT Infrastructure Engineer | March 2015 to February 2017

- Built two enterprise data centers from ground up including blade servers, rack and stack, power and cooling design, network cabling, fire suppression, gensets, PDU, AC, and wireless access points, delivering both facilities on schedule and 12 percent under budget
- Managed hybrid cloud environment including AWS (EC2, RDS, S3, Route 53), DigitalOcean, and Rackspace
- Implemented VMware vSphere clusters with vMotion, High Availability (HA), and Distributed Resource Scheduler (DRS) for critical internal workloads
- Deployed NetApp FAS storage arrays with SnapMirror replication between primary and DR sites
- Established GitHub Actions CI/CD for WordPress and PHP applications and automated server provisioning with Ansible, reducing deployment time by 80 percent
- Managed reporting stack including SharePoint, Power BI, Tableau, Jasper, and OpenData for educational analytics

Stratpoint Technologies Inc. | Mandaluyong City, Philippines Production Support Manager | October 2014 to April 2015

- Revamped office network for security compliance; optimized VPN architecture using Juniper VPN Firewall Security appliances, Cisco backbone, and blade server infrastructure
- Designed, deployed, and configured thin-client computing environments for public schools under a Department of Education initiative using QEMU-based open-source virtualized classroom desktop servers
- Created and maintained Microsoft Visio architecture diagrams documenting current and proposed infrastructure designs

NYSE Technologies (New York Stock Exchange) | Manila, Philippines Senior Production Support Engineer | 2011 to 2015

- Supported sub-millisecond latency High-Frequency Trading (HFT) infrastructure using NYSE MAMA and OPENMAMA messaging middleware APIs, in-memory clustered servers, and ultra low latency FIX protocol; hardened Linux systems for PCI-DSS and Sarbanes-Oxley (SOX) compliance across market data platforms
- Managed production outages and performed root cause analysis coordinating with server development, network operations (NetOps), vendors, and customers
- Reduced false alerts in Geneos (ITRS) and Nagios monitoring tools through investigation of alert patterns, binary code, and monitoring algorithms
- Contributed to daily health check automation for SuperFeed and MamaCache applications and multicast network connections

Asurion Techlog Center Philippines | Bonifacio Global City, Philippines Senior Production Support Analyst | December 2011 to October 2012

- Developed and presented a new ticketing tool improving tracking of production issues, deployment schedules, and communication between internal teams (account managers, server development, deployment, network, and QA) within a unified platform
- Created a Linux-based search engine script connected to the production SQL server to identify customer server hosts, network/router/IP assignments, active processes, and key details, enabling efficient troubleshooting
- Reduced false alerts in Nagios through detailed investigation of alert patterns, binary code, and monitoring algorithms
- Managed production and UAT software rollouts ensuring zero downtime before and after deployment

Globe Telecom, Inc. | Manila, Philippines Data Center Platform Manager | 2007 to 2011

- Managed enterprise data center with blade servers for Philippines largest telecommunications provider supporting millions of subscribers with F5 BIG-IP load balancer redundancy, DNS services (WiMAX, GPRS, WAP), Linux servers, and DNS Bind
- Led data center migration and consolidation projects with zero unplanned downtime as system administrator within Network Operations
- Implemented F5 BIG-IP load balancer redundancy across Cebu and Makati data centers
- Managed VMware, Hyper-V, KVM, Proxmox, OpenStack, LXC/Libvirt, and Vagrant virtualization environments

First United Farmers Rural Bank, Inc. | Philippines Senior Programmer | February 2003 to October 2006

- Developed and maintained banking applications and internal software systems supporting financial operations

Smart Telecom / Philippine Long Distance Telephone Company (PLDT) | Manila, Philippines Technical Support to Call Center Engineer | 2006 to 2007

- Progressed from trainee to senior administrator managing Solaris and Linux server farms, EMC and NetApp storage, Veritas NetBackup, and Nagios monitoring for national telecommunications infrastructure

TECHNICAL SKILLS

Cloud Platforms: Amazon Web Services (AWS) including EC2, EKS, Lambda, EventBridge, S3, RDS, ElastiCache, VPC, IAM, CloudWatch, CloudTrail, Inspector, Config, Organizations, Route 53, CloudFront, ALB, NLB, Security Groups (10+ years), Microsoft Azure, Google Cloud Platform (GCP), DigitalOcean, Rackspace

Infrastructure as Code and Configuration Management: Terraform, Terraform Enterprise, Ansible, Packer, Helm, Policy-as-Code, Infrastructure as Code (IaC), GitOps

CI/CD and DevOps: GitHub Actions (7 years), Jenkins, CircleCI, GitLab CI/CD, DeployHQ, Git, GitHub, Bitbucket, GitHub Enterprise, YAML, Helm charts

Access and Security Platform: StrongDM, Azure Key Vaults, HashiCorp Vault, AWS Secrets Manager

Containers and Orchestration: Docker, Kubernetes, Amazon Elastic Kubernetes Service (EKS), Azure Kubernetes Service (AKS), Google Kubernetes Engine (GKE), Helm

Serverless and Event-Driven Architecture: AWS Lambda, Amazon EventBridge, S3 Event Notifications, SQS, SNS, API Gateway, Serverless Architecture

Observability and Monitoring: Datadog (6 years) including APM, Synthetic Tests, custom dashboards, monitors, log pipelines, Prometheus, Grafana, Amazon CloudWatch, ELK Stack including Elasticsearch, Logstash, Kibana, Geneos (ITRS), Nagios, Zabbix, Cacti, UptimeRobot, MRTG, Tableau, Power BI, SharePoint, Jasper, OpenData, Glenburn (selenium)

Security and Compliance: HashiCorp Vault, AWS Secrets Manager, SonarQube, Wazuh (EDR/XDR), OpenVAS, AWS Inspector, GitLeaks, TruffleHog, DISA STIG, PCI-DSS, SOC 2 Type I/II Compliance, ISO/IEC 27001 certification (ISO 27001:2005), RBAC, IAM, MFA, SSO, zero-hardcoded-secrets, secret rotation, SSL, Comodo, Cyberoam, SonicWall, NACL, StrongDM

Automation and Scripting: Bash, Shell, Python, PowerShell, Ruby, Groovy, JavaScript, Perl, PHP, AWS Lambda, Ansible, Serverless, Event-Driven Architecture, Amazon EventBridge

Databases: PostgreSQL, MySQL, Redis, DynamoDB, MongoDB, Amazon RDS, Amazon ElastiCache, Elasticsearch

Storage: NetApp, NetApp FAS, SnapMirror, GlusterFS, RAID, EMC, Veritas NetBackup, Amazon S3

Networking: VPC, VPN (site-to-site, client), Direct Connect, ExpressRoute, Load Balancers, ALB, NLB, ELB, F5 BIG-IP, NGINX, HAProxy, GSLB, Global Server Load Balancer, DNS, Bind, Route 53, Cloudflare, CloudFront, CDN, Security Groups, NACLs, Firewall, Firewall rules, Firewall Management, Palo Alto, Fortinet, Cyberoam, SonicWall, Juniper VPN, Juniper VPN Firewall, Cisco, Cisco backbone, Cisco UCS, Cisco LACP, BGP peering, PPTP, SMTP, Ubiquity, Ubiquiti, IP whitelisting, Bastion hosts

Virtualization: VMware vSphere, vMotion, High Availability (HA), Distributed Resource Scheduler (DRS), Hyper-V, Proxmox, OpenStack, LXC, Libvirt, KVM, QEMU, Vagrant

Application Servers and Middleware: Nginx, PHP-FPM

Data Center Providers and Hardware: Equinix, DataBank, Digital Realty, Flexential, QTS Data Centers, 365 Data Centers, CyrusOne, blade servers, gensets, PDU, AC, Access Point, wireless access points, rack and stack, power and cooling

Messaging and Middleware: NYSE MAMA, OPENMAMA, Redis, ActiveMQ style messaging, in-memory applications, high-performance clustered servers, ultra low latency systems, FIX protocol, message-oriented middleware

SRE and Platform Engineering Methodologies: Site Reliability Engineering (SRE), DevOps, DevSecOps, Incident Management, Incident Response, FinOps, Cost Optimization, Lean Six Sigma Black Belt, SLI, SLO, SLA, MTTR, MTTD, Post-Mortem, Root Cause Analysis (RCA), Disaster Recovery, High Availability, Multi-Tenant Architecture, RBAC, Policy-as-Code, GitOps, blameless post-mortem, self-service infrastructure, self-service repository provisioning, Error Review Board, Application Review Board

EDUCATION & CERTIFICATIONS

Master in Information Technology (MIT) — Adamson University, Manila Project Paper 2 remaining

Bachelor of Science in Computer Science — 2001 Laguna College, San Pablo City, Philippines

Training and Certifications: - SOC 2 Type I/II Compliance Certification (2021-2022) - ISO/IEC 27001 certification (ISO 27001:2005) in 2008-2009 - Lean Six Sigma Black Belt Certification (2021) - Lean Six Sigma Yellow Belt Certification (2021) - Applied DevOps Kubernetes (COMP-4016-NET) — British Columbia Institute of Technology (BCIT), Canada, 2024 - Leading Multi-Generation Teams — Ateneo De Manila University, 2020 - Samsung Software Competency Test — Advance Level Certification (2020) - VMware vSphere Training — Ingram MicroAsia, Singapore, 2010 - Total Linux (Fedora 13-14) — Blue Point Foundation, 2010 - DTP-250 Perl Programming — Sun Microsystems, 2009