

Jeremias Diab

SSR DEVOPS & CLOUD ENGINEER

CONTACT INFO

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PERSONAL PROFILE

Cloud / DevOps Engineer with over 2 years of experience working in production environments across AWS and Azure. Experienced in automation, CI/CD pipelines, and cloud infrastructure, with a strong focus on operational support, troubleshooting, and platform reliability. Hands-on and practical, with a track record of improving processes, resolving incidents, and supporting scalable and resilient cloud-based systems. Comfortable working in continuous-operation environments and collaborating with cross-functional, distributed teams.

WORK EXPERIENCE

DevOps Engineer (Tech Architecture Associate)

Accenture | September 2023 – February 2026

- Designed, implemented, and maintained CI/CD pipelines in Azure DevOps across multiple environments, including UAT, Performance, Production, and intermediate stages.
- Managed cloud infrastructure in AWS and Azure, working with services such as EC2, S3, IAM, Lambda, CloudFront, and Route 53, including serverless automations for operational tasks.
- Automated operational processes through PowerShell and Bash scripting, improving environment maintenance and day-to-day operations.
- Deployed and updated software, performed driver installations, and handled endpoint setup and configurations.
- Developed scripts, internal tools, and automation agents to streamline processes and reduce manual effort.
- Leveraged AI-assisted tools to support troubleshooting, scripting, and operational automation in cloud environments.
- Provisioned and maintained infrastructure using Terraform and Kubernetes.
- Contributed to infrastructure and platform modernization initiatives.
- Provided operational support and troubleshooting in production environments, covering infrastructure, deployments, and backend applications.
- Managed incidents through ticketing systems, coordinating resolution efforts with the appropriate teams.
- Collaborated with cross-functional teams, including development, QA, performance, and management, to support production environments and resolve operational issues.
- Contributed to the migration from App Center to Firebase for mobile application distribution, including repository handling.
- Supported the Infrastructure and DevOps team in daily operations, contributing to process improvements and greater operational efficiency. Improved task tracking and communication across shifts and internal teams to ensure operational continuity.

SOFT SKILLS

- Strong problem-solving and troubleshooting skills.
- Proactive and dependable in day-to-day operations.
- Clear communicator when working with technical and non-technical teams.
- Effective collaborator in cross-functional and distributed teams.
- Able to manage priorities and respond calmly under pressure.
- Detail-oriented and focused on operational continuity.
- Autonomous, practical, and results-driven.
- Adaptable to evolving technologies, platforms, and business needs.
- Continuous improvement mindset.

TOOLS & TECHNOLOGIES

- **Cloud:** AWS (EC2, S3, IAM, Lambda, CloudFront, Route 53), Microsoft Azure.
- **CI/CD:** Azure DevOps Pipelines, Git.
- **Infrastructure & Containers:** Terraform, Kubernetes, Docker.
- **Scripting & Automation:** PowerShell, Bash.
- **Mobile Distribution Platforms:** App Center, Firebase.
- **Operations:** Production support, incident management, and troubleshooting.
- **Other:** SQL (basic), Python (basic), Windows CMD, hardware & software diagnostics, Virtual Machines (VMs), Cluster Management.

EDUCATION

- **UCEL** – B.Sc. Systems Engineering (in progress)

LANGUAGES

- **Spanish** (Native)
- **English** (B2)