Duván Ballén Rodríguez

DevOps and Cloud Engineer

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Summary

DevOps and Cloud Engineer with 15+ years of hands-on experience in GNU/Linux systems, infrastructure, automation, and cloud architecture. Specialized in building and maintaining self-scaling, resilient infrastructures on AWS using modern technologies and design patterns, including Infrastructure as Code (IaC) with Terraform. Proven track record designing and implementing CI/CD pipelines with CircleCI and GitHub Actions.

Expert in cloud-native and event-driven architecture stacks such as API Gateway, Kubernetes (EKS), EC2, Step Functions, Lambda, SQS, EventBridge, DynamoDB, S3, Cognito, IAM, ElastiCache, and so on. Experience with comprehensive observability stack (X-Ray, NewRelic, CloudWatch, Prometheus and Grafana).

Experienced managing mission-critical production infrastructure and designing highly available architectures. Team leader focused on problem-solving through code, metrics-driven decisions, and operational excellence.

Skills

Cloud & Infrastructure: AWS (EKS, ECS, EC2, S3, SQS, EventBridge, Cognito, DynamoDB, Lambda, API Gateway, Elasticache, Step Functions, IAM, among others), VMware vSphere

Container Orchestration: Kubernetes, EKS, ECS

Infrastructure as Code: Terraform

CI/CD: CircleCI, GitHub Actions

AI & Automation: LLM integration, MCP server development, AI agent workflows, prompt engineering

Monitoring & Observability: X-Ray, NewRelic, Prometheus, Grafana, CloudWatch

Programming & Scripting: Python, Shell Scripting (Bash)

Operating Systems: GNU/Linux, BSD

Version Control & Collaboration: Git, GitHub, Bitbucket

Languages: English (B1), Spanish (Native)

Experience

DevOps Engineer, Team Lead and Sr Platform Engineer *Bogotá, Colombia (Remote)*
Lulo Bank S.A. *May 2021 – present*

- Built AI-powered ChatOps system using LLMs and MCP servers integrated with Slack, enabling natural language Kubernetes operations and reducing incident response.
- Lead a team of 3 DevOps engineers, managing infrastructure as code, cloud services for a digital banking and crypto currencies platform (Lulo X) serving more than 200.000 customers
- Design, build, and maintain auto-scaling infrastructure on AWS leveraging EKS, ECS, EC2, S3, SQS, EventBridge, Cognito, DynamoDB, Lambda, API Gateway, Elasticache, Step Functions, IAM, among others
- Reduced AWS infrastructure costs by 23% through Kubernetes resource optimization, decreasing microservice memory consumption from 2GB to 750MB and increasing pod density per node
- Manage 100% of infrastructure as code using Terraform across 100+ version-controlled GitHub and Bitbucket repositories
- Implement comprehensive observability stack reducing mean time to resolution (MTTR) by 23% using X-Ray and CloudWatch
- Automate deployment and testing pipelines with CircleCI, enabling 100+ deployments per day with 96% success rate
- Maintain SOC2 Type II compliance across all production infrastructure with 99% uptime SLA

DevOps Engineer *Bogotá, Colombia*
Alkanza S.A.S. *Jan 2018 – Dec 2019*

- Designed and deployed Kubernetes clusters managing 20+ containerized microservices
- Implemented Infrastructure as Code using CloudFormation
- Configured Jenkins CI/CD pipelines automating deployments and reducing deployment time
- Built Jenkins CI/CD pipelines with automated testing, reducing manual QA time

Infrastructure Manager / Infrastructure Director *Bogotá, Colombia*
Zürich de Occidente S.A. *Jan 2015 – Dec 2018*

- Promoted from Infrastructure Manager to Director, managing five-person infrastructure team
- Administered 50+ production servers across CentOS, Red Hat, Ubuntu and Debian
- Managed JBoss, Glassfish, and Payara application server clusters supporting 50+ concurrent users per customer
- Maintained critical services like Nginx, Apache, MySQL, PostgreSQL, Zimbra
- Administered VMware vSphere virtualization infrastructure with 50+ VMs
- Migrated services to Azure and AWS, reducing operational costs
- Architected and deployed Docker Swarm clusters for containerized applications

Infrastructure Engineer and Development *Bogotá, Colombia*
Ingenews S.A.S. *Jan 2014 – Dec 2015*

- Administered multi-distribution infrastructure including CentOS, Red Hat, Ubuntu, Debian, Endian firewalls, and PfSense (BSD)
- Developed shell scripts automating daily operational tasks and reducing manual work
- Designed backup solutions protecting 150+ TB of critical data
- Implemented monitoring solutions using Nagios and Zabbix

Infrastructure Engineer *Bogotá, Colombia*
OpenBox Ltda. *Jan 2013 – Dec 2014*

- Deployed and maintained virtualized environments using VMware and KVM
- Configured security infrastructure (pfSense, Endian, IPcop, SonicWall)
- Implemented email platform (Zimbra, Postfix, Amavis, Dovecot) serving 300+ users
- Automated backup procedures reducing recovery time

Developer and Systems Administrator *Bogotá, Colombia*
Ximil Technologies SAS. *Jan 2012 – Dec 2013*

- Managed infrastructure across CentOS, Red Hat and Ubuntu
- Developed PHP5/CSS web portal on Joomla CMS for DIMAR (Colombian Maritime Authority)
- Deployed email infrastructure using Zimbra for Colombian National Navy serving 500+ users
- Created comprehensive installation manuals and technical documentation
- Automated backup processes protecting 200+ TB of critical data

Developer and Systems Administrator *Bogotá, Colombia*
Shortcut Solutions SAS. *Jan 2012 – Dec 2012*

- Administered CentOS servers with Parallels Plesk Panel hosting 10+ websites
- Maintained eBD Development Framework supporting 5 developers
- Deployed high-availability Apache cluster reducing production downtime
- Built digital signage solution using open-source technologies, eliminating proprietary software licensing fees

Developer and Systems Administrator *Bogotá, Colombia*
Document Express *Jan 2011 – Dec 2012*

- Administered core infrastructure services (Web, Firewall, HTTP Proxy and DNS) across Ubuntu and CentOS
- Deployed PowerFile document management system (Storage, SGD, BPM modules) managing 5000+ documents
- Maintained Wiki documentation platform and Bug Tracker serving 10+ development team members
- Automated routine tasks through shell scripting

Developer and Systems Administrator *Bogotá, Colombia*
Siscorp de Colombia SAS. *Jan 2010 – Dec 2011*

- Managed GNU/Linux server infrastructure (Web, Firewall, Proxy, DNS, Zimbra) on Fedora and CentOS
- Implemented PowerFile document management system for high-profile government projects including Senate, House of Representatives, and Ministry of National Education
- Deployed document management solution for Colombian Federation of Municipalities
- Administered collaboration infrastructure (Wiki, Bug Tracker)

Education

Colombian School of Engineering Julio Garavito *Bogotá, Colombia*
6 semesters completed in Electronic Engineering

- Completed advanced coursework in systems architecture and electronics

Grancolombiano Polytechnic *Bogotá, Colombia*
4 semesters completed in Systems Engineering

- Strengthened foundation in systems engineering principles

National Open and Distance University (UNAD) *Bogotá, Colombia*
2 semesters completed in Philosophy

- Developed analytical and critical thinking skills

Certifications

- Cloud SRE Engineer en AWS
- AWS Solutions Architect – Associate (Cloud Architecture Specialist)
- Programming for Everybody (Getting Started with Python)
- Using Python to Access Web Data
- Python Data Structures