

Alex Zamora

Engineering Manager, Site Reliability Engineering

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STRENGTHS

- 🔗 **Incident leadership**
During significant outages, coordinated service owners around evidence, clear decisions, and follow through that reduced repeat failures.
- 🔗 **Platform ownership**
Built shared reliability products that teams adopted independently. Service owners retained daily control, a detail that earned trust.
- 👥 **Technical coaching**
Mentored engineers through difficult investigations and design reviews. Several became dependable leads for distributed team work.
- ♥ **Performance diagnosis**
Used profiling, telemetry, and realistic tests to separate symptoms from causes, then helped teams verify lasting improvements.
- 🔧 **Operational judgment**
Balanced reliability, latency, capacity, engineering effort, and cloud spend during reviews where simple answers rarely held.

SKILLS

Site Reliability Engineering

Engineering management

Distributed systems Kubernetes

GCP OpenTelemetry SLOs

Observability

Incident management

Performance engineering Profiling

Load testing Failure testing

GitOps Progressive delivery

SUMMARY

Engineering Manager with 14 years of experience building production software, distributed systems, and Site Reliability Engineering capabilities, including six years leading engineers and technical leaders. Hands on work spans observability, incident management, progressive delivery, performance engineering, load and failure testing, Kubernetes, GCP, cloud cost management, and capacity planning. Built OpenTelemetry telemetry, SLO practices, incident tooling, reliability platforms, and realistic test systems that help service teams improve recovery, rollout safety, latency, throughput, and operational ownership. Led consequential migrations and production incidents with evidence based diagnosis and durable corrective work. Coaches technical leaders, manages hiring and performance, and builds mentoring coverage across distributed teams. Applies sound judgment across reliability, performance, engineering effort, cloud cost, and production safeguards for AI assisted software changes.

EXPERIENCE

Engineering Manager, Site Reliability Engineering

NimbusGrid Software 📅 January 2022 - Present 📍 Redwood City, CA

Leads a distributed SRE organization building shared reliability platforms across observability, incident response, progressive delivery, performance, and capacity. Sets priorities, develops technical leaders, and keeps service ownership with product teams.

- Established OpenTelemetry signals and SLO practices for consistent rollout and incident evidence.
- Built realistic load and failure tests that exposed capacity constraints before high demand releases.
- Directed major incident reviews, converting recurring failure patterns into recovery and software improvements.
- Coached senior engineers, managed hiring and performance, and established mentoring coverage across distributed teams.
- Reviewed Kubernetes and GCP changes with testing controls for AI assisted prototypes and automation.
- Created shared reliability platforms that improved service team ownership without centralizing daily operations.

Senior Engineering Manager, Reliability Platforms

VertexScale Platforms 📅 March 2019 - December 2021 📍 San Francisco, CA

Managed engineers delivering deployment safety, observability, and performance platforms for internal services. Balanced adoption, reliability, engineering effort, and infrastructure cost while growing technical leaders across locations.

- Led an ArgoCD GitOps migration with staged exposure and measurable rollout checks.
- Partnered with service owners on profiling and load tests that isolated end to end bottlenecks.
- Connected Kubernetes demand forecasts with GCP cost attribution during recurring capacity reviews.
- Created escalation rotations and documentation that strengthened backup coverage across distributed teams.
- Coordinated rollout failure response, using incident evidence to improve recovery mechanisms and guardrails.
- Developed technical leaders through platform roadmaps and cross team reliability engagements.

Site Reliability Engineering Lead

BluePeak Cloud Services 📅 June 2016 - February 2019 📍 Oakland, CA

Led technical execution for reliability improvements across cloud hosted services, combining production software changes with telemetry, deployment, recovery, and capacity practices. Mentored engineers through complex troubleshooting and validation work.

- Introduced user focused SLOs and alerting that improved production prioritization during service issues.

LANGUAGES

English	Native
Spanish	Proficient

MY CAREER



- Engineering Manager, Site Reliability Engineering at NimbusGrid Software (4.7 Years)
- Senior Engineering Manager, Reliability Platforms at VertexScale Platforms (2.8 Years)
- Site Reliability Engineering Lead at BluePeak Cloud Services (2.7 Years)
- Senior Site Reliability Engineer at HarborStack Technologies (1.8 Years)
- Software Engineer at CedarWorks Software (1.8 Years)

- Built performance harnesses for critical APIs and background paths using realistic workloads.
- Improved Kubernetes recovery workflows with automated health checks and controlled rollout patterns.
- Mentored engineers through dependency mapping, evidence based diagnosis, and corrective change validation.
- Partnered with infrastructure teams on capacity planning, provider issues, and cost decisions.
- Connected service demand with resource allocation during cloud planning discussions.

Senior Site Reliability Engineer

HarborStack Technologies 📅 August 2014 - May 2016 📍 San Jose, CA

Built reliability tooling for distributed web services, focusing on deployment behavior, telemetry, service dependencies, recovery mechanisms, and production troubleshooting. Served as a technical incident lead and mentor.

- Developed metrics and log pipelines that clarified latency regressions during service disruptions.
- Created API load tests and profiling workflows that isolated inefficient application paths.
- Automated deployment checks and rollback procedures for containerized services.
- Coordinated significant incidents across application and infrastructure owners with structured timelines.
- Mentored reliability engineers on alert design, capacity analysis, and production debugging.
- Partnered with software engineers to verify corrections before broad rollout.

Software Engineer

CedarWorks Software 📅 October 2012 - July 2014 📍 Palo Alto, CA

Developed backend services for a business application platform, gaining production experience across distributed request flows, deployment, instrumentation, testing, service dependencies, and operational support.

- Added application instrumentation that made recurring errors easier to reproduce from production evidence.
- Built integration and stress tests for core service paths under increasing request volume.
- Improved release scripts and environment validation for clearer production rollback steps.
- Investigated defects with logs, database evidence, and request traces alongside senior engineers.
- Translated findings into code fixes and regression tests for recurring service failures.
- Contributed runbooks that improved troubleshooting and cross team production support.

PROJECTS

Reliability Platform Adoption 📅 2024

Created reusable observability and rollout capabilities that service teams could adopt independently, preserving local ownership while improving production evidence and recovery decisions.

Capacity and Failure Testing Program 📅 2021

Built representative demand tests and recovery scenarios that helped teams quantify headroom, validate failure behavior, and make production readiness decisions.

LEADERSHIP & AWARDS

- Engineering Leadership Award, VertexScale Platforms, 2021
- Distributed Reliability Leadership Recognition, NimbusGrid Software, 2024

EDUCATION

Bachelor of Science in Computer Science

San Jose State University 🎓 GPA: 0 📅 2012 📍 San Jose, CA

Coursework: Distributed Systems, Software Engineering, Operating Systems, Database Systems

CERTIFICATIONS

- Google Cloud Professional Cloud DevOps Engineer 📅 2022

- Certified Kubernetes Administrator 📅 2020

TECHNICAL SKILLS

- **Observability Tools:** OpenTelemetry, metrics, logs
- **Reliability Practices:** SLOs, alerting, telemetry
- **Incident Operations:** Incident reviews, runbooks, response
- **Cloud Platforms:** GCP, Kubernetes, container platforms
- **Delivery Systems:** ArgoCD, GitOps, progressive delivery
- **Testing Methods:** Load testing, failure testing, stress testing
- **Performance Analysis:** Profiling, latency analysis, throughput analysis
- **Capacity Management:** Capacity planning, headroom analysis, demand forecasting
- **Software Engineering:** Backend services, APIs, integration testing
- **Leadership Systems:** Hiring, performance management, mentoring

PROFESSIONAL AFFILIATIONS

- SRE Mentoring Circle, Technical Mentor, 2020 - Present
- Cloud Native Computing Foundation community participant, 2021 - Present

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST