Rodrigo Viola

Senior Platform Engineer

rodrigoviola@gmail.com
rodrigoviola.com · linkedin.com/in/rodrigo-viola
Asunción, Paraguay (UTC-3) · EU citizen

Summary

Senior Platform Engineer with 13+ years in infrastructure, 7 of them in cloud and DevOps. Builds and runs the platforms product teams ship on, end to end. Delivers greenfield builds and large migrations, and leads incident response and on-call, with AI agents in the daily workflow. Works remotely across US and European hours.

Experience

itti S.A.E.C.A. Remote
Senior Platform Engineer April 2024 – November 2026
Owned the platform for multiple products (ticketing, business software, tax and accounting, media); worked across 100+ AWS accounts in a pooled platform engineering team.

- Built the Kubernetes platform behind Tuti's move from a monolith to microservices: EKS with ArgoCD and Helm, replacing server hosting that regularly went down during on-sales; it then kept sales online through peaks of about 50K users for national football matches, concerts and other major events, turning peak demand into revenue instead of downtime
- Migrated 40+ services from a legacy Kubernetes deployment model to a new internal developer platform on EKS Auto Mode, including the production cut-over of an app serving millions of requests a month
- Led the design and build from scratch of the platform behind itti's company-wide AI knowledge base, used by thousands of employees, from dedicated AWS accounts and Transit Gateway networking to EKS Auto Mode clusters with GitOps
- Built a multi-agent AI operations workflow on Claude Code, which sharply increased throughput and cut ticket turnaround; consistently ranked among the team's monthly top performers
- Designed and ran, single-handed, the migration of the Mi Negocio business suite (e-commerce, payments, HR and more) from DigitalOcean to AWS (ECS, RDS, ElastiCache, CloudFront, S3) behind Cloudflare, with multiple environments per app
- Extended the internal developer platform with self-service deployment types, letting product teams create, deploy and tear down AWS services such as Amplify, Lambda, RDS and S3 on their own through Terraform; maintained the organization-wide golden-AMI pipeline (EC2 Image Builder) that produced the standard base image for every team, and extended it to multiple regions

AppJobs Sweden AB Remote
Senior DevOps Engineer November 2019 – November 2023

- Led the infrastructure modernization of a Stockholm-based startup, from a developer-managed Heroku setup to AWS, including the migration of the data layer to RDS and ElastiCache
- Cut infrastructure costs by over 25%, including the move from Fastly to Cloudflare and rightsizing cloud resources
- Built GitLab CI/CD pipelines for JS, PHP, Python and Ruby services, standardizing deployments across staging and production
- Set up monitoring and alerting with CloudWatch, Datadog, Sentry and UptimeRobot, integrated with Slack
- Owned secrets management (1Password) and security practices, supporting a distributed team asynchronously across time zones

Diviserv S.A. Asunción, Paraguay
Senior IT Infrastructure Engineer June 2014 – November 2019

- Senior infrastructure consultant for financial institutions, government agencies and large enterprises, including 24/7 support for critical financial-sector systems
- Designed Active Directory and Group Policy for environments with 1000+ workstations and 500+ servers, automating large-scale management with PowerShell
- Ran virtualization and storage projects (P2V migrations across VMware, Proxmox and Hyper-V; SAN) and patch management with SCCM
- Moved client workloads to Azure and Office 365

ITCS S.A. Asunción, Paraguay
IT Infrastructure Support Technician February 2013 – May 2014
Progressed from desktop support to Windows Server deployment and administration.

Skills

- **AWS:** EKS, ECS, EC2, RDS and Aurora (PostgreSQL), ElastiCache (Redis, Valkey), DynamoDB, S3, CloudFront, Route 53, VPC, Transit Gateway, PrivateLink, IAM, Organizations and SSO, Secrets Manager, Bedrock
- **Kubernetes and GitOps:** EKS Auto Mode, Karpenter, ArgoCD, Helm, Kyverno, External Secrets Operator, Docker
- **Infrastructure as Code:** Terraform, HCP Terraform, Packer, EC2 Image Builder, Ansible
- **CI/CD:** GitHub Actions, GitLab CI/CD
- **Observability and reliability:** New Relic, Datadog, Prometheus, Grafana, CloudWatch, Sentry; incident response, root-cause analysis, on-call
- **Security and edge:** Wiz, Cloudflare (DNS, WAF, Zero Trust)
- **Databases:** PostgreSQL, MySQL, Redis/Valkey, MongoDB
- **Systems and tooling:** Linux, NixOS and Nix, OpenBSD, Python, Bash, Claude Code (multi-agent workflows)

Education

Bachelor of Science in Computer Science and Engineering (CSE), Autonomous University of Asunción 2007–2012

Languages

Spanish (native), English (fluent).