Samuel Eduardo García Baciliadis

IT Incident Manager / SRE Analyst → SRE / DevOps Engineer

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PROFESSIONAL PROFILE

Over 4 years in IT operations, focused on critical P1/P2 incident management (Major Incident Management) in Fintech and Telecommunications: leading War Rooms, escalations, restoring service under pressure and closing out with RCAs and preventive actions. Today I am directing that discipline towards SRE and DevOps — observability, automation and reliability — through personal labs where I inject faults, measure detection and recovery, and publish the log of every run.

TECHNICAL SKILLS

Incident and operations management: ITIL v4 / ITSM (Incident, Problem & Change Management) · Major Incident Management · P1/P2 War Rooms · escalation management · RCA and blameless post-mortems · SLA/SLO/SLI · service KPIs and reporting · MTTR and MTTD reduction · 24×7 Command Center / NOC · Jira Service Management · ServiceNow

Observability and monitoring: Dynatrace · Datadog · Elastic/Kibana · Zabbix · Control-M · AWS CloudWatch · threshold and SLO definition · noise and alert-fatigue reduction

DevOps, containers and cloud: Linux · Docker · Kubernetes · Vagrant/VirtualBox (IaC) · Ansible · GitHub Actions · Jenkins · CI/CD · Maven · AWS · Git/GitHub

Automation and development: Python · Bash · PowerShell · REST APIs · JavaScript/React · Node.js · technical documentation and runbooks

PROFESSIONAL EXPERIENCE

IT Incident Manager / SRE Analyst — Personal Pay · Telecom Argentina (via Asap Consulting)

May 2024 – Present

Critical incident management (Major Incident Management) on the Telecom group's high-volume financial platform, where every minute of downtime hits users and the business directly. 24×7 operation from the Command Center (NOC) over large-scale telecommunications infrastructure.

- Major Incident Management: leading P1/P2 War Rooms with technical and business coordination through to service restoration
- Root cause analysis (RCA), post-mortems in Confluence and follow-up on preventive actions (Problem Management)
- Monitoring and diagnosis with Dynatrace, Datadog, Elastic/Kibana and Zabbix; batch processes with Control-M
- Communicating status and impact to technical and business stakeholders
- Escalation management and coordination across infrastructure, network and development teams on a 24×7 rotation
- Working against SLAs and service KPIs with sustained focus on reducing MTTR; documenting procedures and runbooks

Sr Helpdesk Leader · N2-N3 Technical Support — DX Electrónica

August 2023 – May 2024 · 10 months

Supervising and managing the technical support area, on site and remotely, focused on meeting service standards and keeping operations running.

- Assigning and coordinating the support team's work, ensuring service standards were met
- Installing and configuring hardware, software and networks; resolving incidents on corporate PCs
- Support reports, KPIs and metrics to spot improvement opportunities and guarantee service continuity

Technical Support — SmartClick

February 2022 – July 2023 · 1 year and 6 months

Installation, configuration and maintenance of equipment, hardware and software, with ticket management and case documentation in Jira.

- Resolving connectivity, user account and Windows permission issues; support on network configuration
- Documenting cases in Jira, incident reports and ticket management
- Training users in the correct use of IT tools

PERSONAL LABS · MEASURED RESULTS

- 7.2 s — Kubernetes auto-healing: Back to 3/3 pods Ready after killing a pod under live traffic. Internal probe against the Service at ~5 req/s · Kubernetes v1.36.1.
- 0 failures — Rolling updates with nothing dropped: Requests lost during the deploy, after adding a 10 s preStop hook. A/B in the same cluster and the same session, toggling only the hook.
- 25.6 s — Incident MTTD: From the moment the 5xx rate spikes until the alert catches it. Markers in Elasticsearch, not a stopwatch · 60 s window, 5% threshold.

Virtualisation environment with Vagrant + VirtualBox seamnex/vagrant-lab
Stack: Vagrant · VirtualBox · Ansible · Linux · Bash · IaC

- Infrastructure reproducible from code

Monitoring dashboard & log analytics seamnex/observability-lab
Stack: Docker · Elastic/Kibana · Python · Linux

- MTTD measured: 25.6 s — and 11.5 s with the more sensitive rule

Kubernetes laboratory cluster seamnex/k8s-lab
Stack: Kubernetes · Docker · GitHub Actions · Linux · YAML

- preStop hook: from 8 failures in 425 requests to 0 in 317

CI/CD pipeline with vulnerability scanning seamnex/cicd-pipeline
Stack: GitHub Actions · Docker · Trivy · GHCR · Node.js

- The gate blocked a test PR with 6 HIGH vulnerabilities: the same ones as the local scan

Google Cloud infrastructure with Terraform seamnex/terraform-gcp-lab
Stack: Terraform · Google Cloud · GitHub Actions · tflint · Trivy

- Dev and prod plans commented on every PR, updated on every push

SLOs, error budgets and burn-rate alerting seamnex/sre-slo-lab
Stack: Prometheus · Grafana · Alertmanager · Python · Docker Compose

- From injected failure to pager notification: 120 s in the lab, measured with timestamps

Incident postmortems and runbooks seamnex/incident-postmortems
Stack: Postmortems · Runbooks · SRE · Markdown · GitHub Actions

- 3 simulated postmortems in ES and EN, with 23 prevent, detect and mitigate actions

Every lab metric is published with its log — environment, method and samples — in the repos at github.com/seamnex.

EDUCATION

- Higher Technical Degree in Computer Science — Instituto Universitario de Tecnología Agroindustrial Región Los Andes · 2016 – 2018
- DevOps, Continuous Integration and Agility course — UTN FRBA · Passed Apr 2026 · 48 h · grade: Outstanding · DevOps, CI/CD, Jenkins and AWS
- Docker and Kubernetes — Udemy · In progress
- AWS — Udemy · In progress · goal: AWS Certified Cloud Practitioner
- Web Design — Udemy
- SRE / DevOps specialisation — Self-directed · Containers, orchestration, IaC and CI/CD through personal labs

LANGUAGES

- Spanish — native
- English — intermediate