EDGAR GAONA

Support & DevOps Engineer • AWS • Incident Automation • GenAI Tooling
Seattle, WA • (206) 468-4884 • edgargaona@hotmail.com • linkedin.com/in/edgargaona
U.S. Permanent Resident • Bilingual English / Spanish

SUMMARY

Support and DevOps engineer with 10 years resolving production issues for global telecom carriers and Amazon's fulfillment network, currently owning on-call and root-cause analysis for **44 AWS services**. Known for automation and AI tooling, like a GenAI configuration platform that cut change lead time **from 7 days to 8 hours**.

SKILLS

Support & Reliability: on-call, SEV2/SEV3 triage, root-cause analysis, runbooks, escalations, blue/green cutovers
AWS & DevOps: Lambda, DynamoDB, EventBridge, SQS, CDK, IAM/STS, CI/CD, Docker, Kubernetes, Azure
AI & LLM: Bedrock (Claude), Anthropic API, MCP, AWS DevOps Agent, prompt-injection testing, Claude Code
Languages: Java, Python, Bash, TypeScript, React

EXPERIENCE

Amazon, Seattle, WA — May 2022 – Present
DevOps Engineer (Support Engineer IV) · promoted L4 to L5, Dec 2024

- Built and launched a **GenAI self-service configuration platform** for 2,000+ fulfillment sites, self-initiated and delivered solo in ~5 months on Lambda, DynamoDB, CDK, and Claude on Bedrock: risk-based approvals, audit trail, scheduled deploys, rollback. Cut change requests **86%** and lead time **83%** (from ~7 days; fastest ~8 hours).
- Gave the same platform **guarded AI features**: LLM risk analysis, a chat assistant, and an MCP server whose write tool runs dry-run by default and requires the owning team's code review. Passed security and privacy review; ran it through an internal 151-prompt attack suite and hardened it **from 9 successful attacks to 0**.
- Integrated **AWS DevOps Agent**, an AI incident investigator, across ~180 accounts with least-privilege access: in **~10 minutes** it analyzes logs, alarms, configs, code, and deployments and posts a root-cause report to the ticket. Scaled from alarm tickets only (~5–13 a week) to all SEV2/SEV3 tickets (**~40–50 a week**).
- Owned **on-call and root-cause analysis for 44 production services**; cut recurring tickets **400+ per year** through root-cause fixes and runbooks. Automated setup requests with a Bash master script and Python helpers across 6 systems: **1–2 hours to ~5 minutes**, self-service.
- Upgraded a **Tier-1 Java service** to a new framework major version across 4 regions: root-caused **25 failures**, built a backward-compatible rollback path, and cleared ~275 aging security findings.
- Modernized **22+ services** across 11+ AWS accounts (JDK 21, DNS and load balancer migrations, a new region), removing 470+ high-severity findings and cutting **~$96K per year** in AWS cost.
- Worked with service owners to deprecate unused services and fix ticket routing, cutting an ownerless queue's backlog **from 489 to 60**; supported 10+ site launches; mentored 3+ engineers; wrote a ramp-up guide.

Amdocs — Aug 2017 – Apr 2022
Software Developer, technical lead for AT&T Mexico — *Dec 2020 – Apr 2022*

- Led a **zero-downtime eSIM upgrade and Azure migration for AT&T Mexico** with blue/green cutovers and API tracing across carrier, Apple, and Nokia. The team cut activation **from ~50s to ~20s**; contract renewed.
- Rebuilt **5 prod and 1 UAT environments in 2–3 weeks** on Docker/Kubernetes after an account compromise.

Software Support Engineer — *Aug 2017 – Nov 2020*

- Technical focal for **ICE Costa Rica**, on site and in Spanish: 30+ improvements, 40+ fixes, contract renewed.
- Resolved **~54 defects in ~1 month** in the Comcast upgrade war room on a new product; go-live succeeded.

Intel · Pre-Silicon Systems Engineer Intern — May 2016 – Apr 2017

- Integrated microprocessor models for early firmware development using Python automation and testing.

EDUCATION, CERTIFICATIONS & AWARDS

Education: B.S. Electronic & Computer Engineering, Tecnológico de Monterrey, 2016
Certifications: AWS Certified AI Practitioner (2025) • Google Cloud Professional Cloud Architect (2021–2023)
Awards: Champion of Customer, Amazon (2024, 2026) • Employee of the Quarter, Amdocs (2019)
Project: Solo-founded AI photo-curation iOS app in development (React Native, Supabase, Anthropic API)