

Héctor Bautista Flores

SRE Lead @ FICO · Building AI-augmented operations with Claude Code · AWS · Kubernetes · Grafana

Aguascalientes, Mexico · hbautista [at] gmail.com · hbautista.com · [LinkedIn](#)

Summary

Site Reliability Engineer Lead with 10+ years owning production reliability across AWS and Azure environments at enterprise scale. Experienced driving incident management, observability pipelines, and operational automation for highly distributed, multi-tenant financial decisioning platforms.

Skilled in **Kubernetes**, **Grafana**, Splunk, and **AWS** — focused on eliminating toil, enforcing SLA/SLO/SLI frameworks, and evangelizing SRE culture across engineering teams.

Skills

Domain	Technologies
Cloud & Infrastructure	AWS (EC2, EKS, CloudWatch, S3), Azure (PaaS, IaaS, DevOps Pipelines)
Containers & Orchestration	Kubernetes, Docker, Amazon EKS, Helm
Observability	Grafana, AppDynamics, Splunk, CloudWatch, Zabbix, Kibana
CI/CD & Automation	Jenkins, Ansible, Puppet, Git, Azure DevOps, Bash, Python, Go
Networking	F5 GTM/LTM (BigIP), Load Balancing, SSL/TLS management
ITSM & Collaboration	ServiceNow (ITIL), Jira, Confluence
AI-Assisted Operations	Claude Code (Anthropic) — agentic SRE workflows, runbook automation, incident triage
Operating Systems	RHEL, Amazon Linux, Windows Server, AIX, Debian/Ubuntu

Experience

Site Reliability Engineer Lead · FICO · Feb 2023 – Present

Aguascalientes Metropolitan Area · Remote

Leading end-to-end production reliability for enterprise-scale financial decisioning platforms serving millions of credit and risk decisions per day — across AWS, EKS, and private cloud. Responsible for incident management, observability, automation, and SRE culture across a highly distributed, multi-tenant architecture.

3 Key Results:

- Achieved minimal downtime Kubernetes/EKS rolling restarts across all production financial platforms — eliminating deployment-related SLA risk.
- Built full observability coverage across all 4 golden signals (saturation, traffic, latency, error rate) using Grafana, AppDynamics, CloudWatch, and Splunk — closing the blind spots that previously caused SLA breaches, cutting mean time to detect (MTTD) by ~40%.
- Introduced Claude Code (Anthropic) for agentic SRE workflows — automating runbook execution and incident triage, reducing manual toil in production response.

How I do it: Own the full SRE lifecycle: incident management - blameless postmortems - permanent corrective actions (PCAs) - continuous SLI/SLO/SLA tuning. Enforce ITIL processes through ServiceNow for change control and problem management. Evangelize SRE best practices across the engineering org.

Stack: AWS · EKS · Kubernetes · Docker · Grafana · AppDynamics · Splunk · CloudWatch · Ansible · Puppet · Bash · ServiceNow · Jenkins · Jira · Claude Code

Technology Specialist · Amdocs · Jun 2018 – Mar 2023

Zapopan, Jalisco, Mexico · 4 yrs 10 mos

Led middleware infrastructure operations and cloud migration for multi-client enterprise environments — coordinating cross-functional engineering teams across Mexico, USA, and India. Responsible for platform stability, deployment pipelines, and cloud transformation across multiple concurrent enterprise accounts.

3 Key Results:

- Reduced operational toil by 50% by building Bash automation scripts for recurring service workflows — freeing the team to focus on higher-value engineering work.
- Led end-to-end Azure cloud migration (PaaS/IaaS/SaaS) for on-prem enterprise applications — aligning stakeholders across geographies and business units to deliver on time.
- Achieved zero SSL expiration incidents across all accounts by designing and owning a proactive certificate lifecycle management process across multiple environments.

How I worked: Managed middleware performance and escalated incident resolution for WebLogic, JBoss, WebSphere, and Tomcat environments. Led and coordinated application deployments via Azure DevOps pipelines across non-prod and prod. Mentored team members on CI/CD practices, Git workflows, and Docker/Kubernetes container fundamentals.

Stack: Azure DevOps · WebLogic · JBoss · WebSphere · Tomcat · Docker · Kubernetes · Bash · Git · ServiceNow · Jira

Software Engineer · Softtek · Sep 2016 – Mar 2018

Aguascalientes, Mexico · 1 yr 7 mos

Middleware engineer for Java enterprise applications supporting global financial services and telecom clients — operating IBM WebSphere environments in high-availability, multi-geography production settings.

3 Key Results:

- Resolved escalated production incidents for global financial and telecom clients by performing root cause analysis and coordinating cross-geography distributed teams — preventing repeat failures.
- Operated IBM PureApplication System across enterprise-scale environments — managing WebSphere Application Server (WAS) and WebSphere Process Server (WPS) for mission-critical Java workloads.
- Delivered middleware design reviews and performance analysis in collaboration with application development teams — bridging the gap between dev and ops before DevOps was the norm.

How I worked: Supported high-stakes middleware environments for clients where downtime was not an option. Coordinated incident resolution across distributed teams spanning multiple geographies and time zones — building the cross-functional collaboration and escalation skills that would define my later SRE career.

Stack: IBM WebSphere (WAS/WPS) · IBM PureApplication · Java · ServiceNow · Linux

Technical Lead & Backup Administrator · IBM · Sep 2013 – Sep 2016

Guadalajara / El Salto, Jalisco, Mexico · 3 yrs 1 mo

Technical Lead for Middleware infrastructure, coordinating a cross-geography team across Mexico, USA, and India supporting enterprise accounts.

- Led technical best practices and onboarding for new team members
- Administered IBM Tivoli Storage Manager (TSM) and R1Soft backup solutions for on-prem and Softlayer cloud servers
- Coordinated middleware deployments and change control across geographies

Stack: IBM TSM · R1Soft · Softlayer · Middleware · Linux · AIX

IT Specialist, WW DST Backups · IBM · Sep 2013 – Sep 2016

Guadalajara / El Salto, Jalisco, Mexico

Sysadmin and backup engineer for IBM's worldwide DST operations — part of a global team managing 7,000+ servers hosting hundreds of enterprise projects.

- Administered IBM AIX systems (LPAR/HMC/NIM), Linux (RHEL, SUSE), and Windows Server (2008/2012) environments on-prem and on Softlayer cloud
- Managed IBM System Z (zLinux/SUSE) — disk cloning, DASD administration, LVM filesystem management
- Installed and configured IBM WebSphere (WAS/WPS), InfoSphere, and DB2 databases (v9.5–10.1) across AIX, Linux, and Windows

- Investigated and resolved OS and middleware security vulnerabilities at global account level
- Developed Bash/ksh automation scripts for server administration and operational efficiency

Stack: AIX · RHEL · SUSE · IBM TSM · WebSphere · DB2 · Softlayer · Bash/ksh

Education

Computer Systems Engineer (I.S.C.) Universidad Privada del Sur de México · 2007 – 2010

Higher Technical Degree in Computer Science (T.S.U.I.) Universidad Tecnológica de la Selva · 1999 – 2001

Certifications

Certification	Issuer	Valid
AWS Certified Cloud Practitioner	Amazon Web Services · verify	Mar 2026 – Mar 2029
Microsoft Certified: Azure Fundamentals	Microsoft · verify	Nov 2020
Claude Code in Action	Anthropic · verify	May 2026

Training & Badges

Badge	Issuer	Earned
AWS Cloud Quest: Cloud Practitioner	Amazon Web Services · verify	Jan 2025

Languages

- **Spanish** — Native or bilingual proficiency
- **English** — Professional working proficiency