

Daniel Padilla

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EXPERIENCE

CityBase, Chicago, IL

January 2020 – Present

Site Reliability Engineering

- EC2, IAM, S3, Certificate Management, and Route53 service maintenance
- Prod, dev, and testing environment management and deployment
- Bash scripts for automating computer management from JumpCloud
- Manage Slack bots to automate production access for developers

Guaranteed Rate, Chicago, IL

August 2019 – January 2020

Helpdesk Tier 2

- Managed, monitored, and maintained support ticket quality control via ServiceNow
- Developed and maintained comprehensive documentation to support procurement and inventory management processes.
- Provided strategic support for IT infrastructure, including network performance and equipment purchasing, ensuring alignment with business needs.

Uber, Chicago, IL

January 2018 - August 2019

IT Support

- Coordinated the acquisition of new IT equipment for expanding facilities, utilizing the Coupa portal for efficient order processing.
- Supported global operations by managing access to systems and applications, optimizing resource allocation across departments.

EDUCATION / PROJECTS

Year Up, Chicago, IL

January 2017 – August 2017

- Completed coursework in Computer Applications, Advanced Excel, Business Writing, Public Speaking, and Professional Skills with specialized training in Informational Technology, including Computer Hardware and Operating Software
- Earned up to 31 college credit recommendations through the American Council on Education's College Credit Recommendation Service

University of Wisconsin - Madison, Madison, WI

June 2010 – May 2013

- Completed 80 credits towards Bachelor of Science in Computer Science with 23 credits in major area

Slack AWS JumpCloud Integration

I created an integration for our custom Slack bot to manage JumpCloud users, allowing SRE members to create, suspend, and unlock accounts via Slack commands. The bot uses API calls to gather user data from JumpCloud, which it saves in a DynamoDB table, enabling user management and SSH credential automation. These commands significantly reduce our response and resolution times during incidents.

padilla-cloud.ninja - AWS Services Automation

My resume is hosted as a static website on an S3 bucket, with the code residing in a GitHub repository. I've automated the deployment process using AWS CodePipeline, which transfers files from GitHub to S3 upon merging changes to the main branch. Route 53 links my CloudFront distribution to a custom domain, ensuring that merging branches triggers automatic updates to my personal site.

LANGUAGES, RELEVANT SKILLS, & CERTIFICATIONS

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| • Spanish | • AWS | • Terraform |
| • Docker | • Golang | • Kubernetes |