Leonel Benitez

Site Reliability Engineer | DevOps | MLOps

leoalejandrobenitez@gmail.com | +507 6850-2448 | Panama City, Panama

linkedin.com/in/leonel-benitez | github.com/LeOx26

Professional Profile

Site Reliability Engineer with 7+ years of experience building reliable, scalable infrastructure for ML/Data platforms and mission-critical systems. Expert in automation end-to-end, from CI/CD pipelines to ML workflow orchestration in production environments. Proven track record of reducing downtime by 60% while scaling cloud-native ML systems with 99.9%+ uptime. Specialized in Infrastructure as Code, incident response, and building deep observability solutions that bridge development, operations, and ML engineering.

Core Technical Competencies

Reliability & Operations
- SLI/SLO/Error Budgets
- Incident Response & MTTR
- Monitoring & Observability (Prometheus/Mimir, Loki, Tempo, Grafana, CloudWatch)
- Profiling (Pyroscope)
- Capacity Planning & Performance
- Distributed Tracing

Infrastructure & Cloud
- AWS (EKS, S3, Lambda, CloudWatch)
- Azure (ADF, Synapse, Functions)
- Kubernetes • Docker
- Distributed Systems

MLOps & Orchestration
- Flyte • Kubeflow • Airflow
- ML Pipeline CI/CD
- TensorFlow • scikit-learn
- Model Deployment & Serving

DevOps & Automation
- Terraform • IaC
- Jenkins • GitHub Actions
- Ansible • GitOps
- Python • Go (4 yrs) • Bash

Professional Experience

Millicom (Tigo)

Senior Site Reliability Engineer (Performance & HA) | *Oct 2025 - Present* | *Panama (Hybrid)*

- Led L3 support for mission-critical telco platforms, ensuring high availability and rapid incident recovery with focus on MTTR optimization
- Implemented comprehensive end-to-end observability stack using Grafana ecosystem (Tempo for distributed tracing, Loki for log aggregation, Mimir for long-term metrics storage, Pyroscope for continuous profiling), providing complete visibility across distributed telco systems and reducing root-cause analysis time by 40% during incident response
- Designed and executed comprehensive performance testing and tuning strategies to identify and eliminate bottlenecks at code and infrastructure levels using profiling data from Pyroscope
- Developed internal CLI automation tools using Go (Golang) to streamline SRE workflows, reducing manual operational tasks by 50% and improving incident response efficiency
- Applied SRE best practices (SLI/SLO frameworks, error budgets, capacity planning) to improve automation, observability, and resilience across hybrid cloud and on-premises environments
- Collaborated cross-functionally with DevOps, QA, and infrastructure teams to optimize CI/CD pipelines and accelerate release cycles while maintaining reliability targets
- Drove root-cause analysis and implemented permanent fixes for recurring issues, reducing repeat incidents by 65% and improving overall service reliability

Cheil Worldwide

Cloud Data Engineer & SRE | Mar 2024 - Sep 2025 | Remote/Panama

- • MLOps Pipeline Reliability: Deployed Flyte workflow orchestration on Amazon EKS, improving ML pipeline reliability by 40% and reducing MTTR for data/ML processing failures through comprehensive monitoring and automated recovery
- • Event-Driven ML Architecture: Designed and implemented event-driven workflows using AWS (SQS, S3, Lambda) and Azure (Functions, Event Grid) achieving 99.9% system availability and automating 80% of manual ML operations processes
- • Observability & Monitoring: Built end-to-end monitoring solutions for ML pipelines using CloudWatch, Flyte UI, and custom metrics. Established SLI/SLO frameworks with automated alerting, reducing pipeline downtime by 60%
- • Infrastructure as Code: Standardized Terraform IaC practices for reproducible ML environments across AWS and Azure, ensuring 100% environment consistency and eliminating configuration drift across multi-cloud deployments
- • Cross-Platform MLOps: Implemented comprehensive CI/CD pipelines for ML models using Jenkins and Docker, integrating with Azure Data Factory and AWS Lambda for scalable multi-cloud model deployments
- • Incident Management: Led post-mortem analysis for ML pipeline failures, implementing preventive measures and automated safeguards that reduced recurring incidents by 70% through systematic root cause elimination

Banco General

Site Reliability Engineer & DevOps Specialist | Sep 2022 - Feb 2024 | Panama

- • Built proprietary monitoring and alerting systems for critical banking infrastructure, maintaining 99.9% uptime across all core services through proactive incident detection and automated response
- • DevOps Automation: Implemented comprehensive CI/CD pipelines using Ansible, Docker, and Jenkins, reducing deployment time by 60% and eliminating manual deployment errors through standardized automation
- • Established incident response procedures and on-call rotations, reducing MTTR from 4 hours to 45 minutes for critical issues through runbook automation and improved collaboration protocols
- • Automated capacity planning and scaling processes using Python and Bash scripting, preventing 15+ potential outages through proactive resource management and predictive analytics
- • Developed custom automation tools and system health monitoring solutions, improving operational efficiency by 50% while ensuring compliance with banking regulations
- • Led technical risk assessments and implemented preventive controls, ensuring adherence to security standards and regulatory requirements while maintaining service reliability

Banco General

Systems Engineer & Operations Specialist | Jul 2017 - Sep 2022 | Panama

- • Managed 24/7 production systems for critical banking operations with high-availability requirements, developing expertise in distributed systems and incident response
- • Automated routine operational tasks using Python and Bash, reducing manual effort by 40% and minimizing human error in critical processes through systematic workflow improvements
- • Collaborated with development teams on performance optimization and reliability improvements, contributing to system architecture decisions and operational best practices

Education & Certifications

Bachelor of Electrical Engineering — Universidad de Panamá (2014-2020)
Certifications: Machine Learning Specialization (Coursera) • The Data Scientist's Toolbox • R Programming

Key Differentiators: SRE Mindset Applied to ML Systems

✓ **Unique Hybrid Expertise:** 7+ years building reliable infrastructure, with last 2 years specializing in ML/Data platforms. Rare combination of deep SRE practices with hands-on MLOps implementation experience

✓ **Deep Observability for ML Systems:** Proven ability to implement comprehensive observability stacks (Grafana ecosystem: Tempo, Loki, Mimir, Pyroscope) for both traditional infrastructure AND ML models in production, providing end-to-end visibility from infrastructure metrics to model performance and continuous profiling

✓ **Multi-Cloud ML Infrastructure:** Proven ability to design and maintain highly available ML systems across AWS and Azure, implementing SLI/SLO frameworks and error budgets for data pipelines

✓ **Proven Reliability Track Record:** Achieved 99.9%+ uptime in both traditional banking systems AND ML workflows in production, with documented 60-70% improvements in MTTR and incident reduction

✓ **End-to-End Ownership:** Full stack expertise from Infrastructure as Code (Terraform) to model serving, encompassing incident management, capacity planning, performance optimization, and deep observability

✓ **Automation & Efficiency:** Reduced operational costs through strategic automation (Python, Go, Bash) while maintaining strict reliability targets through disciplined error budgets and post-mortem practices

✓ **Cross-Functional Leadership:** Successfully bridged development, operations, and ML engineering teams to deliver scalable, reliable data products with measurable business impact