

# ANA PEDRA

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## Skills

- Python (Pandas, NumPy, Matplotlib, Seaborn, Scikit-learn, PyTorch, PySpark) | R | SQL | Tableau | Power BI | JavaScript | TypeScript | React | Node.js | Java | Spring | Boot | Bash | Linux | Docker | Kubernetes | Istio | Helm | Argo CD | OpenShift | Jenkins | Terraform | Ansible | Prometheus | Grafana | Loki | Git | GitHub | Gitlab | RHEL | Podman | Go | RabbitMQ | Kafka | Web Sockets | Open Telemetry
- AWS | Azure | GCP | Cloud Computing | CI/CD | GitHub Actions | Jira | OpenStack | Elasticsearch | Databricks | Zabbix | Splunk | Kibana
- Statistics | Quantitative Analysis | Security | Machine Learning | Deep Learning | Front-End | Back-End | Full-Stack | Cloud | DevOps
- English, German, French, Spanish, Catalan – *All professional proficiency or above*

## Projects

All in my website [anapedra.tech](https://anapedra.tech):

- Catalyst - SwissHacks 2024 Double Winner (Unique/ Microsoft Challenge and Overall Hackathon)
- ReNew – 1<sup>st</sup> award Winner at Climathon 2023
- Cover with Care: Empathy training for Customer Agents using AI - Finalist of Hack Zurich 2023
- Published Mobile Games on Google Play: Swiss Quiz, Spanish Quiz, Irish Quiz ...
- DevOps Projects: Monitoring on K8s & GCP: Prometheus and Grafana; Automate Kubernetes Deployment with Ansible, Develop CI/CD pipelines using Git, Jenkins, Ansible, Maven, Docker and Kubernetes on AWS; DevOps Project with GitHub, Jenkins, Terraform, Helm, Amazon EKS; Real-Time CI/CD Pipeline From Scratch with Jenkins; EC2 instance create/config with Terraform & Ansible; Ansible & Docker: Run Docker applications; Voting application using Docker; GitOps: Deploy Apps with K8s, Helm & ArgoCD; Create an EC2 instance using Python Boto3; Manage Spotify using Terraform; Deploy A 2-tier Application On AWS Using Terraform; Build and Deploy a Gitlab CI/CD Pipeline for a Java API using AWS Beanstalk; Deploy Nodejs with Ansible; Ansible Real Time project: Monitoring setup

## Education

- **DevOps Bootcamp & DevSecOps Bootcamp – TechWorld with Nana** – Completed in Oct 2024 & Dec 2024, respectively
- **Data Science and Machine Learning: Making Data Driven Decisions** – MIT – Completed in July 2024
- **Postgraduate courses in Data Science and Data Engineering - Purdue University** - Completed in Jan 2023 and Jun 2023, respectively
- **Postgraduate course in Lean Six Sigma Black Belt - Polytechnic University of Catalonia (UPC)** - Completed in Oct 2015
- **BSc + MSc in Industrial Engineering/ Mechanical Engineering - Polytechnic University of Catalonia (UPC)** - Completed in Jun 2014
- **Cloud certifications:** RHCSA (Red Hat Certified System Administrator), RHCE (Red Hat Certified Engineer - preparing), CKA (Certified Kubernetes Administrator), CKAD (Certified Kubernetes Application Developer), KCNA, KCSA, SC104 Developing Helm Charts, Splunk Core Certified Power User, PCA (Prometheus Certified Associate), CAPA (Certified Argo Project Associate), Certified GitOps Associate, HashiCorp Terraform Associate, Google Professional Architect, Google Digital Leader, Google Associate Cloud Engineer, Google Professional Data Engineer, Google Professional Machine Learning Engineer, Google DevOps Engineer, Google Security Engineer, Azure DevOps Engineer AZ-400, Azure Administrator Associate AZ-104, Azure Developer Associate AZ-204, AWS Developer Associate, AWS DevOps Engineer, AWS Solutions Architect Professional, CompTIA Sec +, CompTIA Network +, Gitlab CI/CD Associate, GitHub Actions

## Experience

### Cloud DevOps Engineer

### Spitch

Zurich, Switzerland 10/2024 – Current

- Deploy Spitch solutions for clients (in the banking sector and telecommunications) using container orchestration technologies such as Kubernetes, Docker, and Podman, while implementing and managing cloud-based infrastructure (AWS, Azure, Google Cloud) through Infrastructure as Code (Terraform).
- Implement Istio in Spitch solutions to ensure secure service-to-service communication with mutual TLS (mTLS) encryption, fine-grained access control, and comprehensive policy enforcement while enhancing observability through built-in metrics, logs, and tracing.
- Monitor and manage infrastructure performance, ensuring scalability, availability, and reliability of production environments with Prometheus, Grafana, Kiali (Istio), Elastic Stack and Zabbix.

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- Automate deployment pipelines and ensure Continuous Integration/Continuous Deployment (CI/CD) processes are optimized.
- Test, validate, and ensure the stability of new software versions and feature releases.
- Optimize system performance through monitoring tools and proactively address performance bottlenecks or security vulnerabilities.
- Communicate clearly and effectively with customers and stakeholders to understand and address their technical issues.
- Perform regular software patching, updates, and version upgrades to maintain system stability and security.
- Provide in-depth technical assistance to customers, guiding them through intricate technical challenges and system configurations.
- Prepare and maintain detailed technical documentation for projects, including architecture diagrams, workflows, and troubleshooting guides.

## Cloud DevOps Engineer/ SRE

Swisscom

Zurich, Switzerland 03/2024 – 09/2024

- Linux server administration, performance tuning, security configurations
- Automate repetitive tasks with either Ansible or Bash scripts.
- Set up an AWS EKS cluster with Terraform to monitor a pod with Prometheus and Grafana. Develop dashboards to track different metrics.
- Build a CI/CD pipeline to automate application deployment using Kubernetes, Prometheus and Grafana
- Set up and customize Kibana dashboards with Elastic agent for real-time data visualization and insights, enhancing decision-making and operational awareness
- Incident Management: Respond to service outages and other issues. Develop automated tools and processes to improve incident response and recovery. Develop and maintain automation scripts using tools like Ansible, Terraform, or similar, to streamline OpenStack deployments and management tasks
- Configure, and manage OpenStack services (e.g., Nova, Neutron, Cinder, Swift, Keystone) in a production environment
- Oversee the day-to-day operations of the OpenStack environment, including monitoring, troubleshooting, and ensuring high availability and performance. Provide ongoing support, including upgrades, patches, and migrations as needed
- Create and maintain detailed documentation of the OpenStack, Elastic, Prometheus and Grafana environments, including configurations, processes, and troubleshooting steps

## Senior Manufacturing Engineer

Abbott

Zurich, Switzerland 09/2020 – 12/2023

- Led the whole supplier audit process from the audit plan to the final audit report.
- Led validation activities for different company products
- Owned and investigated multiple NCs (Non-conformities), CAPAs (Corrective and Preventive Actions) and COs (Change Orders)

## Process Engineer

Johnson & Johnson/ Jabil Hägendorf, Switzerland 06/2019 – 08/2020

- Owned and investigated multiple NCs (Non-Conformities), CAPAs (Corrective and Preventive Actions) and Audit Observations.
- Supported validation activities and the "Freespace Balsthal" project performing IQs of the affected machines
- SME in audits in Risk Management

## Complaint Manager/ QA Specialist

Grifols

Fribourg, Switzerland 01/2018 - 05/2019

- Led the whole complaint and inquiry handling process from reception to final response. This includes product complaint investigations and ensuring that investigation action plans and final investigation summaries are accurate, include appropriate corrective actions
- SME in Complaint Management and Risk Management in external audits (FDA, TÜV SÜD)

## Supplier Quality Engineer

Johnson & Johnson

Zuchwil, Switzerland 10/2015 - 12/2017

- Led the ASL (Approved Supplier List) Remediation Project
- Co-managed all SQA/SCA for Synthes EU Suppliers
- Owned/ supported NCs (non-conformities), CAPAs (Corrective and Preventive Actions) and internal/external audits