

ANA PEDRA, MSc

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CLOUD DEVOPS ENGINEER/ SRE

A highly skilled Cloud DevOps Engineer/ SRE passionate about innovative solutions and OpEx. Brings extensive expertise in cloud computing, DevOps, and infrastructure management, with a proven track record of success. Fluent in five languages, including French and German, and holds **50+** cloud certifications across **GCP, AWS, Azure, Kubernetes (Golden Kubestronaut) and Linux**. A creative problem-solver with three hackathon wins, dedicated to continuous learning and pushing the boundaries of cloud technology.

SKILLS

Python | R | SQL | Tableau | Power BI | JavaScript | TypeScript | React | Next.js | 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 | OpenTelemetry | AWS | Azure | GCP | Cloud Computing | CI/CD | GitHub Actions | Jira | OpenStack | Elasticsearch | Databricks | Zabbix | Splunk | Kibana | Quantitative Analysis | Security | Machine Learning | Deep Learning | Front-End | Back-End | Full-Stack

PROFESSIONAL EXPERIENCE

[Spitch](#) – Zurich, Switzerland

Oct 2024 – Present

Developer of a speech-based analytics platform designed to deliver high-precision conversational artificial intelligence to improve customer experience and reduce costs. The company's platform offers speech recognition, voice biometrics, and speech analytics technologies.

Cloud DevSecOps Engineer/ AI Engineer

Deployed and managed Spitch's speech recognition, voice biometrics, and speech analytics solutions across **AWS and Azure** (with additional exposure to GCP), leveraging **EC2, EKS, AKS, containerized workloads, VMs, databases, and networking** for clients in finance, telecommunications, and healthcare. Implemented and maintained **Istio service mesh** to enable secure inter-service communication across microservices, including mTLS and policy enforcement. Automated infrastructure provisioning using **Terraform, CloudFormation, and Bicep**, ensuring consistency and scalability across multi-cloud environments. Led migrations from **Docker to Kubernetes and OpenShift**, resolving complex configuration issues to ensure smooth production deployments. Optimized **CI/CD pipelines** (AWS CodePipeline, Jenkins, GitHub Actions, Azure DevOps) to accelerate delivery. Proactively monitored systems using **Azure Monitor, Prometheus, Grafana, Kiali, Zabbix, and Elastic Stack**, identifying and resolving performance bottlenecks. Partnered with cross-functional teams to provide technical guidance and maintained clear technical documentation.

- **Reduced infrastructure deployment time by 25% through IaC automation using Terraform, CloudFormation, and Bicep.**
- **Enhanced inter-service communication security with Istio on EKS/AKS, reducing the attack surface by 15% via micro-segmentation and traffic encryption.**
- **Increased deployment frequency by 30% and reduced failures by 15% through optimized multi-cloud CI/CD pipelines.**
- **Improved application latency by 5% and boosted system uptime by 10% by proactively monitoring with CloudWatch and Prometheus and remediating bottlenecks.**
- **Successfully migrated large-scale applications from Docker to Kubernetes by designing and implementing Helm charts from scratch, ensuring stable, scalable, and production-ready environments.**

[Swisscom](#) – Zurich, Switzerland

Mar 2024 – Sep 2024

Swisscom is a telecommunications company that provides mobile, broadband, pay-TV, and IT services. It is the country's leading telecoms company and is majority owned by the Swiss government.

Cloud DevOps Engineer / Site Reliability Engineer (SRE)

Administered and optimized Linux servers, ensuring security and performance. Automated tasks to enhance efficiency. Set up and maintained an AWS EKS cluster with monitoring and metrics. Built and optimized a CI/CD pipeline for automated application deployment. Enhanced data visualization through Kibana dashboards. Improved incident response and recovery processes. Streamlined OpenStack deployments and management. Created and maintained comprehensive documentation.

- **Enabled 5x faster issue detection by deploying an AWS EKS cluster with Terraform and integrating real-time pod monitoring using Prometheus and Grafana dashboards.**
- **Reduced manual errors by 40% and improved overall deployment speed by 20% by automating application deployment with a CI/CD pipeline.**
- **Enhanced operational awareness and facilitated faster troubleshooting by creating customized Kibana dashboards for improved data visualization.**
- **Streamlined OpenStack deployments and management, resulting in a 15% reduction in deployment time**

Abbott – Zurich, Switzerland

Sep 2020 – Dec 2023

Abbott in Zurich, Switzerland, is a part of Abbott Laboratories, a global healthcare company that develops and manufactures medical devices. Abbott's Zurich location is responsible for developing and manufacturing life-saving circulatory support systems for patients with advanced heart failure.

Senior Manufacturing Engineer

Led the entire supplier audit process, from planning and execution to report delivery. Conducted on-site audits, documented findings, and ensured supplier compliance with quality standards and regulatory requirements. Led validation activities for various medical devices. Managed and resolved change orders (COs) to ensure smooth implementation of product or process changes.

- ***Maintained a 95% compliance rate with regulatory standards by conducting 50+ supplier audits annually, identifying and resolving non-conformities, and implementing corrective and preventive actions.***
- ***Drove product quality improvements and achieved zero major findings during internal audits by investigating and resolving over 50 non-conformities (NCs) and CAPAs.***
- ***Ensured the quality and regulatory compliance of HeartMate3 LVAD by leading and executing validation activities, including "process validation (IQ/OQ/PQ), test method validation, and equipment qualification".***
- ***Successfully managed and implemented over 100 change orders (COs), ensuring smooth and efficient integration of product or process changes while minimizing disruption to production.***

Johnson & Johnson/Jabil – Högendorf, Switzerland

Jun 2019 – Aug 2020

Jabil bought Johnson & Johnson's Swiss plants. Jabil's Medical Devices division specializes in designing, manufacturing, and supplying advanced healthcare solutions, including diagnostic equipment, drug delivery systems, and wearable medical devices. Johnson & Johnson is a large multinational corporation with over 275 subsidiaries and operations in over 60 countries. The company produces medical devices and pharmaceuticals and owns many well-known consumer brands (such as Band-Aid, Aveeno, Reach, Splenda, Tylenol, Zyrtec, etc.).

Process Engineer

Investigated and resolved non-conformities (NCs), corrective and preventive actions (CAPAs), and audit observations. Supported validation activities, including performing Installation Qualifications (IQs) for the "Freespace Balsthal" project. Served as a subject matter expert (SME) in audits, particularly in risk management, ensuring compliance and mitigating potential risks.

- ***Reduced project timelines for the "Freespace Balsthal" project by 25% by efficiently executing validations and equipment IQ protocols.***
- ***Minimized post-audit corrective actions by 20% by acting as a subject matter expert during audits, ensuring compliance and proactively addressing potential risks.***
- ***Improved process efficiency and reduced risk by identifying and resolving over 20 non-conformities (NCs) and implementing corrective actions (CAPAs).***

Grifols – Fribourg, Switzerland

Jan 2018 – May 2019

Grifols is a leading global healthcare company offering trusted and innovative plasma-derived medicines, biopharmaceuticals, and transfusion medicine solutions. These products enable millions of patients worldwide to lead more productive lives.

Complaint Manager / QA Specialist

Led and managed the entire complaint and inquiry handling process, from initial reception to final resolution. Conducted thorough investigations of product complaints, ensuring the accuracy of investigation plans and summaries. Developed and implemented corrective actions. Served as a subject matter expert (SME) in complaint management and risk management during external audits conducted by regulatory bodies such as the FDA and TÜV SÜD.

- ***Reduced complaint response times by 30% while maintaining high accuracy and actionable outcomes by streamlining and optimizing the complaint investigation process.***
- ***Contributed to successful FDA and TÜV SÜD certifications with zero critical findings by serving as a subject matter expert in complaint management and risk management during external audits.***
- ***Developed and implemented over 15 corrective actions based on complaint investigations, leading to a 10% reduction in recurring complaints***

Johnson & Johnson – Zuchwil, Switzerland

Oct 2015 – Dec 2017

Johnson & Johnson is a large multinational corporation with over 275 subsidiaries and operations in over 60 countries. The company produces medical devices and pharmaceuticals and owns many well-known consumer brands (such as Band-Aid, Aveeno, Reach, Splenda, Tylenol, Zyrtec, etc.).

Supplier Quality Engineer

Led the Approved Supplier List (ASL) Remediation Project to ensure suppliers met quality and compliance standards. Co-managed supplier quality and compliance activities for Synthes EU Suppliers, collaborating with internal and external stakeholders. Investigated and resolved non-conformities (NCs), implementing corrective and preventive actions (CAPAs). Participated in internal and external audits to ensure compliance with quality management systems.

- **Reduced supply chain risks and maintained high product quality compliance by co-managing SQA/SCA processes for 50+ suppliers.**
- **Proactively identified and resolved over 30 non-conformities (NCs), implementing corrective actions to mitigate risks and enhance processes.**
- **Contributed to successful internal and external audits, including TÜV SÜD, BSI and FDA inspections, ensuring compliance with quality standards and regulatory requirements.**

PROFESSIONAL CERTIFICATIONS

Google:

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

Microsoft:

Azure Administrator Associate AZ-104, Azure Developer Associate AZ-204, Azure AI Fundamentals AI-900, Azure AI Engineer Associate AI-102, Azure Data Fundamentals DP-900, Data Engineer DP-203, Security SC-900, Azure Security Engineer AZ-500, Azure Network Engineer AZ-700, Azure DevOps AZ-400, Azure Administrator Expert AZ-305, Power BI PL-300

Amazon Web Services:

Cloud Practitioner, Solutions Architect Associate, Developer Associate, SysOps Administrator Associate, Solutions Architect Professional, Database, Data Analytics, Machine Learning Specialty, DevOps, Security, Networking, AI practitioner, Machine Learning Associate

RHCSA (Red Hat Certified System Administrator), **CKA** (Certified Kubernetes Administrator), **CKAD** (Certified Kubernetes Application Developer), **CKS**, **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, CompTIA Sec +, CompTIA Network +, Gitlab **CI/CD** Associate, GitHub Actions, **KCA** (Kyverno Certified Associate), **CCA**: Cilium Certified Associate, **OTCA**: OpenTelemetry Certified Associate, **CBA**: Certified Backstage Associate

EDUCATION

BSc + MSc in Industrial Engineering/Mechanical Engineering - Polytechnic University of Catalonia (UPC)

DevOps Bootcamp & DevSecOps Bootcamp – TechWorld with Nana – 2024

Data Science and Machine Learning: Making Data-Driven Decisions – MIT – 2024

Postgraduate courses in **Data Science** and **Data Engineering** - Purdue University - 2023

Postgraduate course in **Lean Six Sigma Black Belt** - Polytechnic University of Catalonia (UPC) – 2015

AWARDS

Catalyst - SwissHacks 2024 Double Winner (Unique/ Microsoft Challenge and Overall Hackathon)

ReNew – 1st award Winner at Climathon 2023

Cover with Care: Empathy training for Customer Agents using AI - Finalist of Hack Zurich 2023

Gold Award (Abbott) - for my contribution to a supplier validation

Encore Silver Award (Johnson & Johnson) - for my contribution to the J&J's Raw Material project

OTHER INFORMATION

Languages

English, German, French, Spanish, Catalan – All professional proficiency or above (C1 level)