Alexis Reyes

Solutions Engineering & Architecture Leader

CONTACT

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LANGUAGES

- English (Fluent)
- Spanish (Fluent)

EDUCATION

Computer Information Systems
Miami Dade College

CERTIFICATIONS

- CKA - Kubernetes
- GCP - Cloud Architect
- GCP - Cloud Associate
- AWS - Cloud Practitioner
- MCSE - Cloud Azure
- RHCSA - Red Hat Certified
- LFCS - Linux Certified
- VCP - VMware Certified 6.5

LATEST READINGS

- Radical Candor
- Extreme Ownership
- Win friends & influence
- Hard things about hard things

PROFILE

A seasoned Solutions Engineering & Architecture Leader with **10+ years of experience**. Known for being results-driven, solving complex challenges, fostering high-performing teams, and scaling global operations. I've played a key role in driving revenue growth and delivering impactful solutions for leading tech companies.

WORK EXPERIENCE

DigitalOcean   2018 - PRESENT
Senior Manager, Solutions Engineering (Head of Solutions)

- As Head of Solutions, reporting directly to the CRO, I lead our solution engineering and architecture teams, driving their success and aligning their efforts with strategic business goals.
- lead, mentor, and empower a dynamic team of 2 managers and 20 skilled individual contributors, fostering collaboration and excellence.
- launched a learning and development program that encouraged team members to pursue technical certifications, culminating in the entire team earning their Certified Kubernetes Administrator (CKA) certification.
- Developed voice-of-the-customer programs, streamlining feedback and product requests for easier reporting and action.
- Built a comprehensive compensation structure, along with Salesforce and performance dashboards, to enable accurate and transparent performance measurement from the ground up.

Cogeco Peer1   2015 - 2018
Professional Services Engineer

- I built the professional services team from the ground up, establishing rules of engagement, developing statements of work, and designing training programs to empower internal teams.
- Conducted pre-migration assessments and developed customized migration plans, minimizing downtime and ensuring business continuity.
- Successfully migrated over 500 virtual machines across physical, virtual, and cloud environments, including VMware, generating over $500K in annual recurring revenue (ARR).

Telefonica   2013 - 2015
Senior Systems Engineer

- Lead engineer managing core DNS servers on Solaris in the Data Center. Delivered 24/7/365 on-call support for global customers, with a strong focus on Spanish-speaking regions.
- Provided support for a wide range of core operating systems, including Windows, Linux, Unix, and VMware ESXi.
- Lead engineer managing over 400 virtual and physical Windows and Linux systems for customer environments.
- Managed and deployed over 30 Red Hat MySQL clusters utilizing Pacemaker for high availability and reliability.

Additional professional experience is available upon request.