

# Louie Ladiona

Site Reliability Engineer (SRE) | DevOps

Cebu City, Philippines • 09562507654 • [ladiona.louie@gmail.com](mailto:ladiona.louie@gmail.com)  
GitHub: <https://github.com/lladn> • LinkedIn: [linkedin.com/in/ladionalouie](https://www.linkedin.com/in/ladionalouie)

## Professional Experience

### Site Reliability Engineer Specialist (SRE)

OpsWerks 2023.06 - Present

#### ***Incident Management & Troubleshooting:***

Led the resolution of 30+ high-impact production incidents for a critical service by utilizing Prometheus metrics and Splunk logs to conduct thorough root cause analyses. Orchestrated cross-functional incident response efforts, proactively mitigating risks and preventing major outages contributing to sustained 99.99% service availability.

#### ***Technical Investigation & Root Cause Analysis:***

Conduct in-depth investigations across complex, distributed systems by leveraging Splunk logs and Prometheus metrics to identify root causes of critical issues. Apply systematic troubleshooting methods to ensure timely resolution and continuous service reliability.

#### ***Project Leadership & Automation tools:***

Led the development of an incident response application that streamlined automated incident notifications, contributing to a team-wide MTTA improvement to 99.8% for service support.

Developed scripting solutions to aggregate and prepare data for partner presentations and dashboards, significantly reducing manual effort and increasing reporting efficiency.

Designed and implemented automation scripts to manage PagerDuty on-call overrides for 24/7 support, minimizing repetitive tasks and enabling prioritization of urgent issues.

Spearheaded continuous improvement initiatives by enhancing and maintaining automation scripts to optimize operational workflows and incident management processes.

#### ***Collaboration & Runbook Maintenance:***

Partner with cross-functional teams to continuously maintain and refine operational runbooks, ensuring they remain clear, accurate, and aligned with evolving infrastructure, tools, and processes supporting effective incident response and team-wide knowledge sharing.

#### ***Deployment***

Executed zero-downtime deployments for microservices applications, including hotfixes and version upgrades, using controlled rollout strategies. Diagnosed and resolved deployment issues to ensure high availability and system stability.

## Site Reliability Engineer Intern

OpsWerks 2023.08 - 2023.01 ( 3 months )

### **Technical Internship Experience:**

Gained foundational knowledge in Linux system administration, networking concepts, and cloud technologies. Developed a strong understanding of computer networks, operating systems, and basic cloud infrastructure principles through hands-on practice and guided learning.

### **Case Study:**

Designed and developed a Flask-based application as part of a hands-on project, integrating structured logging to enable log ingestion and searchability in Splunk. Established observability by connecting Prometheus for metrics collection and implemented alerting mechanisms based on defined thresholds.

Integrated CI/CD practices using GitLab webhooks and Argo CD for automated deployment workflows. Deployed and managed the application in a Kubernetes cluster hosted on Linode cloud infrastructure, gaining practical experience in container orchestration, cloud deployment, and monitoring.

### **Collaboration & Documentation:**

Actively collaborated with team members during project planning, development, and troubleshooting phases. Contributed to clear and concise technical documentation, including setup guides, deployment steps, and system architecture, ensuring knowledge sharing and maintainability across the team.

## Technical Skills Snapshot:

**Programming Languages:** Python, Bash scripting, and Go

**Cloud Platforms:** AWS

**IaC & DevOps:** Terraform, Helm, GitHub Actions, GitLab CI/CD, ArgoCD, Atlantis, Pulumi

**Containers & Orchestration:** Docker, Kubernetes

**Monitoring & Logs:** Prometheus, Grafana, Splunk, PagerDuty, Datadog

**Tools:** Jira, Confluence, GitHub, Hugo

**Soft Skills:** Critical Thinking, Documentation, Cross-Team Collaboration, Incident Ownership

## Certification:

**CKA: Certified Kubernetes Administrator**

Issued by Linux Foundation

Certificate ID Number LF-ouy4umqjb1

## Education

**Bachelor of Science in Mechanical Engineering**

*Technological University of the Philippines Visayas*