AG

Ashley Garcia

Professional Systems Engineer

Principal systems engineer with 16 years across telecom, fintech, and now industrial IoT. Set platform direction for a 90-engineer infrastructure org and chair the architecture review board. Sponsor of multi-quarter programs in resilience, FinOps, and zero-trust networking.

CONTACT INFORMATION

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KEY SKILLS

- Multi-cloud architecture (AWS, Azure, edge)
- Kubernetes at scale, service mesh
- Kafka, MSK, Confluent
- Terraform, Crossplane, Ansible
- FinOps, cloud cost modeling
- Zero-trust networking, SASE
- SRE practices, error budgets
- Incident command, post-incident review
- FFIEC, SOC 2, ISO 27001
- Executive and board-level reporting
- Mentorship and promotion sponsorship

PROFESSIONAL EXPERIENCE

PRINCIPAL SYSTEMS ENGINEER | IRONWOOD INDUSTRIAL CLOUD, PITTSBURGH, PA
2020 – PRESENT

- Set the platform technical strategy for an industrial IoT product ingesting 4.6 billion sensor events per day across AWS, Azure, and edge sites.
- Chair the architecture review board, approving roughly 60 RFCs per quarter and arbitrating between 7 infrastructure sub-teams.
- Sponsored the migration off self-managed Kafka to MSK and Confluent, cutting platform pager volume by about a third year over year.
- Led a FinOps program that took monthly cloud spend down by $1.4M without a customer-visible change in latency or throughput.
- Coach four staff and senior engineers on design work, including their promotion packets and ARB presentations.

STAFF SYSTEMS ENGINEER | QUARTZ FEDERAL CREDIT UNION, CLEVELAND, OH
2016 – 2020

- Owned the core banking platform reliability roadmap across 9 production data centers and a new Azure presence.
- Designed the active-active strategy for the online banking tier, hitting a 99.99% measured availability over the final 18 months.
- Ran the post-incident review program and rewrote the template that the SRE org still uses today.
- Represented infrastructure on the FFIEC examination and closed all 11 prior-cycle findings on schedule.
- Reported quarterly to the CIO and risk committee on platform health, capacity, and audit posture.

SENIOR SYSTEMS ENGINEER | HALBERD TELECOM SERVICES, AKRON, OH
2012 – 2016

- Led the Linux engineering team supporting OSS/BSS systems for a regional fiber carrier.
- Architected the move from physical Oracle RAC clusters onto a virtualized Exadata footprint, which absorbed three years of subscriber growth.
- Built the configuration management standard (Puppet then Ansible) used across about 1,800 nodes.
- Owned vendor relationships for storage, virtualization, and monitoring, including the annual capacity true-up.
- Mentored two engineers who later moved into staff-level roles.

SYSTEMS ENGINEER | HALBERD TELECOM SERVICES, AKRON, OH
2008 – 2012

- Supported provisioning and billing systems across a Solaris and RHEL footprint.

- Built the first internal wiki of runbooks, which cut average resolution time on tier-2 incidents.
- Took the after-hours pager rotation lead role within 18 months of joining.
- Wrote Perl and Bash tooling for cross-data-center capacity reporting.

EDUCATION

M.S. Information Networking, Carnegie Mellon University, 2012

B.S. Electrical Engineering, University of Akron, 2008

AWS Certified Solutions Architect, Professional, 2021

Certified Information Systems Security Professional (CISSP), 2019