

Emma Perez

Professional Systems Engineer

Systems engineer with 7 years designing and supporting Linux and VMware environments for fintech and healthcare workloads. Bridge infrastructure, security, and application teams to keep platforms patched, observable, and within SLA. Comfortable owning incident response for tier-1 services and writing the runbooks the next on-call engineer actually uses.



EDUCATION

- B.S. Computer Engineering,
North Carolina State University,
2018 |
- Red Hat Certified Engineer
(RHCE), 2020 |
- AWS Certified Solutions Architect,
Associate, 2022 |



KEY SKILLS

- RHEL, CentOS, Ubuntu,
Windows Server
- VMware vSphere, ESXi,
vCenter
- AWS (EC2, VPC, S3, IAM,
CloudWatch)
- Ansible, Terraform, Packer
- Python, Bash, PowerShell
- Prometheus, Grafana, Splunk
- Active Directory, LDAP,
Kerberos
- CIS Benchmarks, PCI-DSS,
HIPAA
- PagerDuty, ServiceNow, Jira



PROFESSIONAL EXPERIENCE

Systems Engineer II
Brightwater Health Networks, Raleigh, NC, | 2021 – Present

- Own 380 Linux hosts and 42 Windows servers across two data centers and AWS us-east-1, supporting a claims platform that processes around 1.2M transactions per day.
- Rebuilt the patching pipeline in Ansible and Satellite, cutting average patch lag from 38 days to under 9 across the RHEL fleet.
- Led migration of legacy vSphere 6.7 cluster to vSphere 8 with zero unplanned downtime for the EHR integration tier.
- Co-author of the on-call runbook, paired with SRE to drop Sev-2 mean time to resolve to roughly 22 minutes.
- Sit on the change advisory board and review around a dozen RFCs per week for blast radius and rollback fit.

Systems Engineer
Larkspur Trust Bank, Raleigh, NC, | 2018 – 2021

- Maintained core trading support systems on RHEL 7/8, including market data feed handlers and end-of-day batch jobs.
- Built a Terraform module library that became the team standard for spinning up new isolated environments.
- Cut storage spend on the analytics NAS by about 18% by tiering cold data to S3 with lifecycle rules.
- Ran a successful PCI audit cycle as the SME for server hardening and CIS benchmark compliance.