

# Michael Savedra | Solutions Engineer

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## Professional profile

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I'm a multi-discipline engineer with over 4 years of enterprise experience. I have experience delivering production-grade cloud infrastructure and software, using the latest tools and technologies such as Infrastructure as code. I've delivered various CI/CD pipelines allowing for application and infrastructure changes to seamlessly flow through to production with the necessary level of observability in place, and often apply my scripting skills to automate business processes.

I also enjoy contributing to open source projects in my spare time, for more details on this please see my [GitHub profile](#). This CV is self-hosted in AWS S3, defined using my own custom [Terraform module](#). Please see the [project repository](#) to understand more.

## Skills

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**Languages:** Terraform, Go, Bash, Python, Powershell

**Cloud Providers:** AWS

**AWS Services:** ECS, Lambda, Fargate, S3, Athena, RDS, IAM, EC2, Route53, RDS, KMS, CloudWatch

**CI/CD:** GitHub Actions, AWS CodeBuild, AWS CloudFormation

**Web Services:** HTTP, REST

**Test Frameworks:** Selenium, Playwright, Pytest

**Containerisation:** Docker, Docker Compose

**Monitoring:** Opsgenie, AWS SQS, AWS SNS, Datadog

**Database:** PostgreSQL, SQLite, GraphQL

**Version Control:** Git

**Tools:** VsCode, Helix, Terminal, Atlassian suite

**Operating system:** Linux, MacOS

**Other:** Azure Cloud, GCP, Kubernetes, SaaS, Agile

## Career summary

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**March 2022 - Present**

**OVO Energy  
Solutions Engineer**

### *Outline*

Working as a Solutions Engineer in the "Enterprise Security & Platforms" team at OVO Energy involves managing and prioritising development requirements from the wider business as well as implementing the engineering side. A broad, generalist skill set including stakeholder management, cloud infrastructure, scripting/engineering and a knowledge of DevOps practices is required to meet the wide range of requirements that our team receives.

### *Key Responsibilities*

- Build resilient, cloud-first, Infrastructure within Amazon Web Services.
- Automate deployments of applications from development through to production following standard CI/CD patterns.
- Continuously improve existing pipelines and processes in use by other teams.
- Develop internal tools used for improving colleague UX and streamlining processes.
- Administer and implement numerous SaaS tools for the wider business.
- Work closely with software engineers where necessary to optimise product quality.
- Provide the final line of support for many internal applications.
- Respond to and prioritise incidents.

- Administer the ITSM strategy and configuration for the department.

#### ***Key Achievements/Projects***

- Delivered a talk at an Atlassian event on how to seamlessly integrate Automation for Jira with AWS to automate third-party processes.
- Introduced 'Infrastructure as code' principles to the departments ITSM configurations and cloud infrastructure.
- Introduced CI/CD pipelines to the team, migrating all manual deployments to GitHub Actions and AWS CodeBuild.
- Implemented an "Automated Access Management" project using AWS-hosted infrastructure to automatically provision access for incoming service desk requests, significantly improving customer wait times.
- Fully automated the customer hardware delivery process using AWS-hosted scripts and integrations with the Atlassian service desk.

**March 2021 - March 22**

**OVO Energy**

**Technology Process Improvement Engineer**

#### ***Outline***

Responsible for developing the technical processes used by the Colleague Technology team. Required collaborating with numerous technical teams to enhance technical business processes and minimise incidents. Worked closely with stakeholders to deeply understand the root causes of issues and champion the adoption of new technologies.

#### ***Key Responsibilities***

- Automating business processes using scripting tools like Python, Bash Powershell.
- Automating process workflows using SaaS tools like "Automation for Jira".
- Administering a Jira Service Management project used by 10,000+ employees.
- Working closely with stakeholders to encourage the adoption of new technologies and processes.
- Version controlling and maintaining the team's codebase.
- Championing collaboration between development and operations teams to efficiently solve business problems.
- Maintaining the architecture and logic used for powering the businesses "Joiner, Mover & Leaver" process.
- Conduct data analysis to determine the success of previous implementations and prioritise future work.

#### ***Key Achievements/Projects***

- Implemented numerous automation workflows for the JML process, estimated to have saved 10,000+ hours in manual processing time.
- Automated numerous third-party platforms used by the Tech Support team with a mixture of browser-based automation techniques, saving an estimated +1000 hours of manual processing time.
- Integrated numerous SaaS tools from other areas of the business into the existing functionality of the Tech Support team's Jira service desk.
- Worked closely with the department's Software Engineers to integrate an internal tool with the businesses Jira architecture to expand our automation capabilities, saving the business an estimated amount of £100,000 from having to purchase third-party tools.

**August 2020 - March 21**

**OVO Energy**

**Technology Support Specialist**

#### ***Outline***

My first corporate profession in IT, responsible for 1st and 2nd line support for the wider business while administering the company's Active Directory, Azure and Google Workspace directories.

**Key Responsibilities**

- Finding the root cause of technical problems faced by the wider business.
- Strategising on how to improve processes with our hardware policy and out-source providers.
- Python scripting to automate manual processes.
- Administrating the end-to-end mover/joiner/leaver process for the business.
- Administrating the Atlassian suite, Active Directory and Google Workspace for the entire business.

**Key Achievements/Projects**

- Improved efficiency for the wider team by using scripting technologies (*Python, Bash*) to automate certain manual processing/data entry parts of the role, allowing everyone more time to focus on the complex issues.
- Regularly implemented my own initiatives to improve the department's processes and reduce ticket volumes. Saw a drop in ticket-related contact by 40% after implementing a new hardware rationalisation strategy.
- Lead a team of four on an "OSP Integration" project for 6 months. Achieved a continuous 5/5 UX satisfaction score and a 60% drop in ticket contact from the +2,000 size OSP group we were onboarding and providing hypercare for.

**March 2019 – August 2020**      **OVO Energy**  
**Zero carbon Living Advisor**

**August 2015 – December 2018**      **Qualifa**  
**Market Research Analyst**

References available upon request

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