

Rudel A. Piñero Fuentes

DEVOPS ENGINEER | SITE RELIABILITY / INFRASTRUCTURE

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PROFESSIONAL SUMMARY

DevOps Engineer and Co-Founder/CTO with senior-level experience across fintech infrastructure, integrations, and application operations. Hands-on with RHEL/Linux, Ubuntu Server, Kubernetes, Ansible, Jenkins, Nginx, CI/CD, and production incident response across PCI-regulated and self-hosted environments. Progressed from merchant support through software engineering, integrations, solution architecture, and DevOps at RocketGate while leading infrastructure architecture for LA3NITY. Focused on reliable, secure, and maintainable production systems.

CORE SKILLS

- **Linux / Infrastructure:** RHEL/Linux, Ubuntu Server, Ansible, server provisioning, Nginx, Apache HTTP Server
- **Containers / Delivery:** Kubernetes, Jenkins, CI/CD, production deployments, Git
- **Reliability / Security:** monitoring, PagerDuty, UptimeRobot, incident response, Cloudflare WAF, firewall controls
- **Cloud / IaC:** Terraform (working knowledge), AWS (working knowledge)
- **Applications / Data:** Java, REST APIs, SQL, MySQL/MariaDB, security-focused operations

WORK EXPERIENCE

RocketGate | DevOps Engineer

Aug 2023 - Present

- Operate and maintain PCI-regulated production infrastructure on Rackspace with Red Hat Enterprise Linux, using Ansible for automated configuration, achieving 99.9% uptime and full compliance with security standards
- Commission and configure Linux systems to support application, security, and operational requirements.
- Execute and improve application deployment workflows, using automation and CI/CD practices to reduce repetitive manual work.
- Troubleshoot production incidents across Linux hosts, applications, databases, certificates, networking, and integrations while supporting high availability.
- Contribute to infrastructure-as-code and cloud initiatives using Terraform and AWS, including reading, modifying, and maintaining existing configurations.
- Support monitoring and incident-response improvements by implementing PagerDuty-based operational alerts and streamlined maintenance workflows, which shorten incident resolution time
- Create operational documentation, runbooks, and knowledge-transfer material to improve repeatability and reduce single-person dependencies.

Solutions Architect

Jun 2022 - Aug 2023

- Designed merchant-specific technical solutions and integration approaches for the payment gateway platform using Java and Terraform, enabling faster onboarding of new merchants
- Translated merchant and business requirements into implementation strategies for engineering, support, and security teams, creating runbooks and deployment scripts on RHEL/Linux that streamlined the rollout process
- Developed proof-of-concept solutions, technical documentation, and implementation guidance for internal teams and clients, leveraging SQL queries and Linux administration to demonstrate feasibility and reduce development time

Integration Engineer

Dec 2020 - Jun 2022

- Led API and SDK integrations for merchant platforms using Java and Git, and coordinated data-migration and onboarding initiatives on AWS, reducing integration time by streamlining processes
- Implemented 3DS 2.0 capabilities in payment integrations and security-sensitive workflows, enhancing transaction security and reducing fraud risk
- Provided Level 2 technical support and troubleshooting across integrations, applications, databases, and infrastructure components.
- Created technical documentation and tools that improved merchant onboarding and knowledge transfer.

Software Engineer

Jun 2019 - Dec 2020

- Developed backend Java applications using Spring Boot and Maven, integrating them into payment-processing workflows, which reduced integration errors and streamlined transaction handling
- Built RESTful APIs with Spring Boot and consumed them to connect third-party payment processors and internal services, enabling faster transaction processing
- Maintained and troubleshooted MySQL-backed applications and legacy PHP, Perl, and JSP systems.
- Worked with QA and engineering teams to test, troubleshoot, and improve production application reliability.

Merchant Support Agent

Oct 2018 - Jun 2019

- Provided technical support for merchants, troubleshooting payment-platform issues and escalating complex problems across internal teams.

LA3NITY | Co-Founder & CTO (Part-time)

Jan 2025 - Present

- Lead infrastructure architecture and technical decision-making for LA3NITY products, including D' La Isla, a live regulated-classifieds platform serving licensed users in Puerto Rico.
- Designed and operate its self-hosted bare-metal production platform using Ubuntu Server 24.04 LTS and Kubernetes, with Nginx reverse proxying to Apache HTTP Server, Cloudflare proxying and WAF protection, and Firewalla-based network-security controls.
- Established a repeatable manual deployment workflow and external availability monitoring through UptimeRobot to support ongoing production operations.

EDUCATION

Polytechnic University

Computer Science

San Juan, Puerto Rico

- Coursework: Data Structures, Advanced Programming, Unix Operating Systems

LANGUAGES

- Spanish (Native) • English (C2 Proficient)