

Rhommel Lamas

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Summary

Rhommel is a Senior Engineering Manager at Cloudflare, the infrastructure and security company that runs the fastest network in the world. He has over a decade of experience in engineering leadership, site reliability engineering, and cloud migration, and cost optimisation in mid-size and large enterprises.

He is responsible for Cloudflare's Observability, delivering high impact projects that enable Cloudflare to quickly identify, troubleshoot, mitigate, and resolve incidents. He also sources, recruits, and hires top talent, and enables development and career growth for software engineers. He is passionate about using Objectives and Key Results (OKRs) to align cross-functional stakeholders and provide focus and direction to the organization. In his spare time, he is a barista aficionado looking for the next great coffee roaster and a dog father.

Experience

Senior Engineering Manager - Observability

Cloudflare

Oct 2022 - Present (1 year 2 months)

Responsible for Cloudflare's Observability roadmap, Edge SRE in APJC, and Cloudflare China.

The Observability team is responsible for the systems that enable Cloudflare to quickly identify, troubleshoot, mitigate, and resolve incidents, such as <https://blog.cloudflare.com/cloudflare-incident-on-january-24th-2023/>.

- Create new initiatives to collect, store, and democratize access to multiple PBs of telemetry data to enable near real time troubleshooting and incident resolution
- Prioritize high impact initiative that translate into increased customer satisfaction
- Source, recruit, and hire top talent (+20% YoY)
- Enable development and career growth for software engineers
- Identify Risk and opportunities
- Contribute to Cloudflare's technical roadmap
- Influence through leadership
- Manager of Managers



Angel investor

Sydney Angels

Apr 2021 - May 2023 (2 years 2 months)

Empowering Australian entrepreneurs, working on technical Due Diligences. Learning from great people.

2021 -2 active investments

Engineering Manager (Observability, Edge, and Cloudflare China)

Cloudflare

Jul 2021 - Oct 2022 (1 year 4 months)

Cloudflare (NYSE: NET) is an Infrastructure and Security company running the fastest network in the world.

The SRE (Edge) team is a globally distributed team that provides innovative solutions to help progress software at Cloudflare.

On this role:

- Envision and execution of the Observability charter at Cloudflare
- Develop roadmap and planning to support company wide objectives and products
- Align cross-functional stakeholders to deliver on high impact projects
- Identify KPIs to address common operational challenges
- Develop a product oriented mindset for SRE
- Recruit and Hire top talent to increase the team capacity by +20%
- Performance management, coaching, and mentoring for junior and senior engineers



Head of Site Reliability Engineering

Apptio, an IBM Company

Sep 2020 - Jul 2021 (11 months)

Leading an organization of more than 40 globally distributed engineers, managers, and program managers across the US, EU, India, and Australia.

Our teams were responsible for the development of our Cloud infrastructure using Kubernetes, application reliability, and datacenter operations for all our product lines (Apptio and Cloudability). These teams operate in both Commercial and Government (FedRAMP and IRAP) environments with SOC2, ISO27001, and FIPS 140-2 certifications.

In this position, I've taken over a strategic role leading the teams responsible for the platform roadmap, migration of our products to the cloud, spearheaded OKRs, and modernization of our operations.

I've also taken on spearheading the transformation of our operational model team adopting Site Reliability Engineering best practices.



Senior Engineering Manager - Platform

Apptio, an IBM Company

Mar 2019 - Sep 2020 (1 year 7 months)

Our team is a multidisciplinary and globally distributed team. On this role I worked on:

- Envisioning and execution of Apptio's cloud deployment platform
- Reducing our global cloud spend by more than 70%
- Increasing by 150% the adoption of cloud services (AWS) through resource capitalization (CapEx)
- Establishing and execute the strategy to migrate a complex Java application to AWS using Containers and Kubernetes
- Developing best practices in cloud adoption and AWS billing for large teams (FinOps)
- Spearhead Site Reliability Engineering
- Growing our global SRE team by 25% in one year
- Developing a Goal oriented mindset for the team through the implementation of OKRs

- Developing and execute the strategy to migrate 40% of our workloads to the Cloud in 3 months including strategic customers
- Developing career ladders and career growth plans for Site Reliability Engineering
- Coaching and mentoring engineers key strategies to adopt cloud services, and migration tactics.
- Coaching and mentoring managers on prioritization, goal setting, and team growth



Infrastructure Engineering Manager

Apptio, an IBM Company

Feb 2018 - Mar 2019 (1 year 2 months)

Leading a Geo-Distributed team across the US (East and West coast), and Australia. Our team is responsible for the development of our Kubernetes platform (AKP). I am responsible for overseeing the technical alignment with the TechOps organization.

Team growth, 1-on-1's, OKRs, team performance, career growth plans, and stakeholder management are just a few of my responsibilities.



Senior Site Reliability Engineer

eBay

Apr 2016 - Jan 2018 (1 year 10 months)

At eBay as part of the Siteops team that maintains Gumtree.com.au, the biggest classifieds site in Australia we successfully drove changes on the microservice platform as a service - PAAS - using tools such as: Apache Mesos, Zookeeper, Marathon, Docker, Consul, Fabio, statsite and Grafana.

Provided noticeable improvements on the team to reduce the time to production of any change.

Migrated large clusters from a physical servers into our Openstack cloud and designed workflows for team collaboration to enhance the developer experience.

Led the efforts of eBay Classifieds Group to adopt Kubernetes as a platform to accelerate the development processes and the delivery of new features to their customers in shorter timeframes.



Senior Site Reliability Engineer

BigCommerce

Oct 2015 - Apr 2016 (7 months)

The SRE team at Bigcommerce is responsible for the operationalization of the infrastructure that provides service for 90,000 customers worldwide.



Senior Site Reliability Engineer

Atlassian

Apr 2015 - Sep 2015 (6 months)

Atlassian is one of the fastest growing technology businesses in the world with 35,000 customers (including NASA and the United Nations), with offices in Sydney, San Francisco, Austin & Amsterdam. Atlassian has been named one of the 'Best Places to Work' for the past 3 consecutive years, and has a fantastic reputation for innovation and opportunity. Our mission is to enable teams to advance humanity through the power of software with web-based applications that help teams to be productive

and collaborative. Specifically, our apps – like JIRA, Confluence, HipChat, and Bitbucket, to name a few – enable teams to communicate, track projects, collaborate on content, and collaborate on code.

Our team is responsible for user authentication services in Atlassian products. As an SRE our main focus is automation, observability, and scalability of our services using AWS technologies.



Lead operations engineer

3scale

Jul 2013 - Mar 2015 (1 year 9 months)

3scale is the leading API Management Platform built with performance, customer control and excellent time-to-value in mind. 3scale makes it easy to open, distribute, control, and monetize APIs. No other solution delivers so much power, ease and flexibility in such a cost effective way. More APIs are powered by 3scale than any other vendor (600+) because our unique management architecture and self-serve approach serve all categories of APIs, and all types and sizes of customers including Campbells, Orange, GSMA, UC Berkeley, SITA, Crunchbase and Optimizely. SaaS plans range from free forever to enterprise. 3scale has offices in San Francisco, USA and Barcelona, Spain.



Lead operations engineer

Rakuten TV

Aug 2011 - Jul 2013 (2 years)

Rakuten TV (previously known as Wuaki.tv) is a video-on-demand (VOD) streaming service within the Rakuten's services group family, offering thousands of hours of high quality movies and TV series for subscription (only in Spain) rental and purchase. Rakuten TV's extensive catalogue includes content from major Hollywood studios including Warner Bros., Disney, Sony Pictures Entertainment and Twentieth Century Fox Home Entertainment, and local distributors and independent labels, giving consumers access to new releases, blockbusters, classic movies, local independent movies and TV series on the device of their choosing.

As the 11th employee I led the team that designed and built its cloud infrastructure.

We also launched our service across multiple European countries integrating with internal services provided by Rakuten.

We used technologies such as: Ruby, Java, Mysql, Riak, Nginx, and Redis to deliver an outstanding experience to our customers.



Systems Engineer

MÁSMÓVIL

Dec 2008 - Aug 2011 (2 years 9 months)

Xtra Telecom (Acquired by Group MasMovil) is one of Spain's leading providers of VOIP, Data and fixed line communications and forms part of The Phone House Group, a joint venture between Best Buy and Carphone Warehouse. Xtra Telecom offers a full range of Broadband, Voice, Data and Managed services. Xtra Telecom's network provide full coverage throughout Spain with POPs in most major metropolitan areas.

Our team was responsible for the deployment & management of all of our datacenters in Spain. During my tenure at Xtratelecom I introduced our systems to config management (puppet) and we started to automate our datacenters.

co-founder

Talfin Consulting Group

Jan 2008 - Jan 2010 (2 years 1 month)

Co-founded Talfin Consulting group right after college. The company was aiming to provide services to other medium size companies about infrastructure and cloud services.

We were also developing a product for digital marketing relying in bluetooth technology.

Education



Universidad Nueva Esparta

Bachelor in computer science, Computer Science

2004 - 2008

Skills

Technical Leadership • Stakeholder Management • Engineering Management • Management • Team Building • Technical Architecture • Goal Setting • Objectives and Key Results (OKRs) • Mission Oriented • Working with Investors