

Guillaume Lai

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Professional Summary

Performance-driven Senior DevOps & Site Reliability Engineer with over 20 years of IT experience specializing in building and supporting **secure, scalable AWS cloud infrastructure**.

Expert in **Infrastructure as Code (IaC)**, network design, and automating complex CI/CD pipelines. Proficient in building repeatable patterns and scalable systems to support engineering development and bringing a security-first mindset to high-traffic SaaS platforms.

Proven track record in collaborating with development teams to optimize deployment, improve system resiliency, and mentor emerging talent.

LinkedIn Profile: [LinkedIn Profile](#)

Core Competencies

- **Cloud Platforms:** AWS (EC2, ALB/NLB, VPC, IAM, EKS, MSK, RDS, ElastiCache, Lambda, Route53, API Gateway, CloudFront).
- **Infrastructure as Code:** Terraform, SaltStack, Puppet, Spacelift.
- **Networking & Security:** Secure VPC Architecture, Firewalls, Load Balancers, VPNs, CISSP/CCSP standards, Cloudflare.
- **CI/CD & DevOps:** Jenkins, GitLab, automated deployment pipelines, containerization (Kubernetes/EKS).
- **Observability & Logging:** CloudWatch, New Relic, Splunk, Zabbix, ELK (Log ingestion/transformation).
- **Scripting:** Python, Bash.
- **Mentoring:** Monash University [Mentoring Program](#)

Professional Experience

Site Reliability Engineer | Ping Identity *Dec 2021 – Present*

- **AWS Infrastructure Management:** Lead the infrastructure and deployment tooling for PingOne, a global SaaS authentication platform, ensuring high availability and low latency.
- **Secure Network Design:** Architected and deployed frontend HTTP transformation features at the Edge (CDN) using CloudFront and Javascript to enhance security posture.
- **Automation & IaC:** Developed and maintained automated deployment pipelines for Cloudflare, Cloudfront and AWS API Gateway using Terraform and Jenkins.
- **Monitoring & Incident Response:** On-call rotations for global backend systems (Cloudflare, Cloudfront, AWS API Gateway, K8, Cassandra, Kafka, RDS, ElastiCache, Lambda, HAProxy, SES); implemented custom Python Lambda transform scripts for AWS log ingestion into New Relic using AWS Kinesis.
- **Design & Implementation:** Collaborated with Developers on design & deployment of Rate-Limiting and Token Signature Verification features using AWS API Gateway Authorizers.
- **Optimization:** Conducted EKS Cluster audits resulting in significant cost savings and improved resource allocation.

Senior Infrastructure Engineer / Lead DevOps | FirstWave Technology *Sept 2013 – Dec 2021*

- **Cloud Architecture:** Designed and deployed cloud network and VM infrastructure for a multi-region Email Filtering Platform in AWS (Sydney, London, Frankfurt, etc.).
- **DevOps Transformation:** Introduced IaC principles using Terraform and established CI/CD workflows to streamline software delivery.
- **Security & Compliance:** Deployed dedicated, secure email filtering platforms for high-stakes environments, including Telstra CSX2 and DEC-NSW.
- **Mentoring:** Acted as a technical lead, guiding the migration of legacy IT systems to modern AWS and Azure cloud environments.

Senior Systems Administrator | 3rdSense Oct 2010 – May 2013

- **Cloud Migration:** Led the migration of traditional web hosting infrastructure to AWS Linux environments, improving scalability for external-facing projects.
- **Administration:** Day-to-day Systems Administration and deployment tasks of gaming platform.

Network & Security Manager | STW Group 2000 – 2009

- **Enterprise Networking:** Managed LAN/WAN and VPN services across 10+ sites for over 1,000 employees.
- **Infrastructure Strategy:** Evaluated and implemented new hardware/software solutions and managed large-scale server relocations.

Education & Certifications

- **CCSP (Certified Cloud Security Professional):** Graduated 2026
- **CISSP (Certified Information Systems Security Professional):** Graduated 2025
- **AI Agent and Agentic AI in Python:** Vanderbilt University, 2025
- **AWS Certified Solutions Architect – Associate:** AWS, 2019
- **Cisco CCNA:** Cisco, 2008

Extracurricular & Mentorship

- **Monash University Student Mentor:** (3 Years) Provided feedback and guidance to students on end-of-year technical projects, fostering the next generation of DevOps/Engineering talent.