Adam Reue | Senior Platform Engineer | DevOps (AI, Data & Product Systems)

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SUMMARY

Senior Platform Engineer with 15+ years of experience designing, deploying, and operating secure, scalable platforms across cloud, data, and AI-enabled systems. Deep background in DevOps, infrastructure automation, CI/CD, and production reliability, with hands-on ownership of data pipelines and applied AI workflows. Regularly responsible for eliciting, writing, and fulfilling technical and operational requirements, translating business and product needs into durable platform capabilities that improve developer velocity, system reliability, and business outcomes.

SKILLS

- Platform & DevOps Engineering
    - CI/CD Pipeline Design & Operation
    - Infrastructure Automation & Configuration
    - Platform Reliability, Observability & Incident Recovery
    - Release Engineering & Environment Management
- Data & Automation Systems
    - ETL / ELT Pipelines & Workflow Orchestration
    - API-Based Data & System Integrations
    - Data Reliability, Access Control & Security
- AI-Enabled Platforms
    - Data Pipelines for ML & AI Workloads
    - Agentic & Automation-Oriented AI Systems
    - Secure AI Operations in Production Environments
- Cloud, Runtime & Security
    - Azure, AWS, Oracle Cloud
    - Hybrid & On-Prem Platforms (Proxmox, VMware, Hyper-V)
    - Containers & Orchestration (Docker, Kubernetes)
    - IAM, SSO, MFA, Zero-Trust Architecture
- Requirements, Roadmaps & Delivery Execution
    - Technical & Operational Requirements Definition, Documentation & Traceability
    - Translating Business and Product Needs into Executable Platform Capabilities
    - Roadmap Definition, Sequencing & Dependency Management
    - Timeline Planning, Delivery Tracking & Risk Management
    - Acceptance Criteria Definition & Delivery Validation
    - Stakeholder Communication & Expectation Management
    - Cross-Functional Alignment Across Engineering, DevOps, Product & Compliance
    - Knowledge Base Creation, Maintenance & Technical Documentation
    - Driving Platform Delivery from Vision Through Production Execution

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EXPERIENCE

Senior Principal Platform Engineer / DevOps & AI Systems Consultant

Aramco Trading, US | SSL Corporation | BitforgeAI, LLC | ValPrime, LLC| TwoCaps | Revcord
Stonehenge Properties, Ltd | Blue Rose Holdings Ltd | Left Lane Freight Solutions, LLC | Neural Navigators
November 2023 - Current

I deliver tailored technology solutions to fit their unique challenges. My work spans secure data center rebuilds, cloud migrations, AI-driven automation, penetration testing, and custom full-stack development, enabling businesses in diverse industries to modernize operations and stay resilient against evolving threats.

I help businesses build end-to-end full-stack solutions that bridge infrastructure, security, and automation. I design and deliver custom hardware and software architectures, including cybersecurity hardening, penetration testing, app development, ETL pipelines, and agentic AI workflows to help companies meet their own unique goals and challenges. I also create bespoke scripts, interfaces, and automations to improve user efficiency and simplify complex data processes. My approach gives companies secure, scalable, and future-ready platforms tailored to their unique needs.

- Designed and operated CI/CD pipelines and automation frameworks supporting cloud and on-prem production systems.
- Automated infrastructure provisioning, deployment, and configuration across hybrid environments.
- Built data ingestion and transformation pipelines supporting analytics, automation, and AI-driven workflows.
- Enabled agentic and AI-assisted systems by delivering clean, secure, and reliable data and platform layers.
- Embedded security controls (IAM, access control, auditing) directly into platform and deployment workflows.
- Rebuilt and hardened compromised environments following ransomware incidents, improving resilience and recovery posture.
- Owned end-to-end technical requirements, including requirements definition, acceptance criteria, and delivery validation for platform, automation, and data initiatives.
- Partnered with stakeholders to translate business and operational requirements into scalable, production-ready platform solutions.

Senior Technical Product Manager / Platform & DevOps Lead | Creative Realities, Inc. | Houston, TX
June 2023 - July 2024

Creative Realities is a B2B company that provides full turnkey digital signage solutions, including comprehensive content management systems (CMS), tailored for retail, entertainment venues, and quick-service restaurants.

Expanded product offerings through the integrations of six leading Point of Sale systems, giving users real-time data synchronization, enhanced inventory management, and a streamlined onboarding process improving platform scalability. Clarity's primary customer base consisted of Quick Serve Restaurants who used the platform to manage their digital menu boards, so a robust integration with their ordering and payment systems was crucial.

- Led platform and DevOps initiatives supporting a large-scale CMS and API-driven integration ecosystem.

- Designed middleware, deployment workflows, and release processes enabling scalable POS integrations.
- Improved deployment reliability and developer experience through automation, versioned APIs, and environment consistency.
- Defined, documented, and fulfilled technical requirements for integrations, platform capabilities, and deployment workflows.
- Acted as a bridge between product intent and platform execution, reducing delivery friction and operational risk.
- Improved system reliability and scalability through automation-first architecture decisions.

Technical Product Manager — Platform, Data & DevOps Focus | Idera, Inc. | Houston, TX
April 2021 - March 2023

Idera, Inc. is a software company that provides B2B software tools for technical users. Their products include database administration, application development, test management, and DevOps tools. Idera's products are used by more than 50,000 customers worldwide, including some of the world's largest healthcare, financial services, retail, and technology companies.

Developed several programs to increase user engagement and tighten feedback loops, including implementing a Release Tracks program, a Beta Testing program, and facilitating enterprise customer roundtable meetings. Owned several projects based on improving user management, security, and developer tools.

- Drove platform and DevOps enhancements across build, deployment, and operational workflows.
- Integrated ML-powered analytics pipelines to expand reporting and data accessibility.
- Automated release, validation, and operational processes to improve reliability and reduce manual effort.
- Authored and delivered platform and operational requirements, ensuring systems met performance, security, and reliability expectations.
- Collaborated closely with engineering teams to align platform capabilities with customer and business needs.

Senior Platform Engineer / DevOps & PKI Systems | SSL Corporation | Houston, TX
March 2020 - April 2021

SSL.com is a trusted Certificate Authority (CA) offering digital certificates since 2002 to secure online communications and verify identities. Its products range from SSL/TLS certificates for websites to code signing and IoT-specific solutions, serving diverse sectors globally. SSL.com's certificates support encrypted transactions and digital identity protection, and the company actively contributes to PKI and cybersecurity standards.

Leveraged usage analysis metrics to optimize the onboarding process and led the creation of an onboarding wizard, enhancing user engagement and accessibility. Defined requirements for the SSL Manager product and established an A/B testing program to validate and improve its effectiveness. Additionally, I developed a prototype for the eSigner product, laying the groundwork for a new cloud-based digital signing solution

- Designed and operated platform services supporting SSL/TLS certificate lifecycle management, including issuance, renewal, revocation, and monitoring.
- Built and maintained secure automation workflows integrating certificate management with identity, access control, and compliance requirements.

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- Authored and fulfilled technical and compliance-driven requirements aligned with PKI standards, audit controls, and certificate authority best practices.
- Supported and enhanced systems used to manage digital certificates, key material, and trust chains in regulated environments.
- Integrated CI/CD and operational workflows with security, compliance, and auditability constraints, ensuring repeatable and verifiable deployments.
- Partnered with security, engineering, and compliance stakeholders to ensure platforms met encryption, identity, and regulatory obligations.
- Ensured platform adherence to industry compliance standards through documented controls, audits, and secure operational practices.
- Collaborated with compliance teams to translate regulatory requirements into enforceable platform controls and automation.

Platform Engineer / Automation & Infrastructure | Revcord | Houston, TX
March 2015 - March 2020

Revcord specializes in multimedia recording and management solutions tailored for critical applications, including public safety, healthcare, and corporate environments. Its core offerings support essential functions such as call recording, logging, and analysis, with an emphasis on integrating AI to streamline operations. Revcord's platform includes tools like the Revcord MMS Logger for comprehensive call management, RevStream for logging-as-a-service, RevSync, RevWatch, and RevGuard for particularly valuable in high-stakes environments like 911 dispatch centers and similar critical operations.

Focused on current industry needs and gaps. Using agile methodology, I was able to introduce an array of disruptive SaaS, LaaS, and On-premises products to the Logging market.
- Implemented CI/CD pipelines supporting distributed engineering teams and concurrent product delivery.
- Built automation pipelines for multimedia ingestion, processing, and logging systems at scale.
- Supported high-availability production systems used in public safety, healthcare, and regulated environments.
- Enabled AI and analytics workloads through reliable data, automation, and platform foundations.
- Translated operational and product requirements into automated, production-ready platform solutions.

IT Manager/Operations Manager | Discovery Systems, Inc. | Houston, TX
December 1998- March 2015

Prior to my career in Product Management, I had the opportunity to work in IT serving as a Network Administrator holding six Cisco certifications, and an L3 Support Team Lead at the Global leader of food distribution and supply chain solutions for the foodservice and hospitality industries worldwide.
- Designed, deployed, and operated enterprise infrastructure across 250+ sites.
- Built early automation for system provisioning, monitoring, and operational reporting.
- Ensured system availability, performance, and reliability in mission-critical environments.
- Developed deep operational instincts around uptime, escalation management, and systems ownership.

EDUCATION

DeVry University, Houston, TX

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B.S. Electronics Engineering & Computer Science, summa cum laude

INDUSTRY EXPERIENCE

Technology & Software (Enterprise and startups)

Oil & Gas (IT, APIs & Integrations, ETL)

Cybersecurity & Encryption (SSL, PKI, IAM)

Networking and IT infrastructure (Enterprise Network Engineering, Systems Administration)

Healthcare & MedTech (InquireMD, HIPAA-related products)

E-commerce & Digital Commerce (Shopify, Digital Product Management)

DOMAIN EXPERIENCE

Product Management (Enterprise & Startups, Go-To-Market, Product Strategy)

IT & Network Administration (Support, Infrastructure, System Architecture)

Identity & Access Management (IAM) (Integrations, Security)

API Management & Integrations (Versioning, Scalability, Enhancements)

AI & Machine Learning (AI/ML platforms, Automation)

SaaS & Cloud-Based Solutions (CRM, Automation, No-Code Platforms)

Cybersecurity & PKI (SSL Certificates, Root CA, Encryption)

Process Automation (Scripting, Workflow Optimization, Release Tracks)

ACHIEVEMENTS AND CERTIFICATIONS

I am committed to obtaining any necessary certifications or training for this role.

- Cisco Certified Network Associate (CCNA)
- Cisco Certified Design Associate (CCDA)
- Cisco Sales Expert (CSE)
- Small Business Engineer (SMBE)

TECHNICAL SKILLS + PRODUCT SUITES

Oracle Cloud	Postman	Azure Cloud	Perl
Amazon Web Services	Travis CI	C++	Python
VMware vCenter/vSphere	Docker	C#	JS
Hyper-V	MongoDB	ASP.NET	Bash
NGINX	MariaDB	Basic	VBS
GitHub	Cassandra DB	Android Java	PowerShell
BitBucket	Redis	GO	Batch Script
Jenkins Server	apilayer	Kubernetes	ProxMox
RESTful API	Postgres	MSSQL Server	SSL/TLS