CARLOS MEDINA

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SUMMARY

Senior technical account manager with 9 years in cloud infrastructure support and technical account management. Advises 10 enterprise accounts on AWS, Azure and GCP architecture, debugs Kubernetes and Linux issues with customer engineers, and turns incident lessons into roadmap requests that ship.

SKILLS

- AWS
- Azure
- GCP
- Python
- Linux
- Kubernetes
- APIs
- Technical Account Management
- Solutions Architecture
- Cloud Infrastructure

CERTIFICATES

AWS Certified Solutions Architect - Professional

Amazon Web Services • 03/2024

Certified Kubernetes Administrator (CKA)

The Linux Foundation • 10/2022

EXPERIENCE

Senior Technical Account Manager

Trinity Cloud Systems • Dallas, TX • 04/2022 - Present

Cloud operations platform for enterprise infrastructure teams.

- Own technical account management for **10** enterprise accounts with $14M in combined annual spend.
- Review solutions architecture for multi-cloud deployments on AWS, Azure and GCP before each major release.
- Lead incident bridges for P1 outages, restoring service in a median of 48 minutes during 2025.
- Write Python tools that pull API usage and cost data into weekly account health reports.
- Mentor 5 TAMs on Kubernetes troubleshooting and executive incident write-ups.

Technical Account Manager

Deep Ellum Data Services • Dallas, TX • 08/2019 - 03/2022

Managed database hosting provider for mid-market companies.

- Guided 25 mid-market accounts through cloud infrastructure migrations from on-premise data centers.
- Debugged Linux and networking issues on 300+ escalations with a 97% satisfaction score.
- Created 40 migration runbooks in GitHub that cut average migration time from 6 weeks to 3.

Systems Support Engineer

Plano Hosting Group • Plano, TX • 06/2017 - 07/2019

Web hosting company with 1,200 servers.

- Resolved 20 tickets a day on Linux servers, DNS and load balancers.
- Automated server health checks with Python scripts across 1,200 hosts.
- Documented 60 runbook pages for on-call engineers on common server failures.

EDUCATION

Bachelor of Science

The University of Texas at Dallas • Richardson, TX • 05/2017

Computer Engineering