

Alberto Fernandez

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Executive Technology & Operations Leader

Technology executive with 20+ years leading SaaS, telecom, and cloud operations. Recognized for operational governance, **AI integration**, and modernization across AWS, GCP, and enterprise infrastructure. Proven record of improving availability from **99.49% to 99.999%**, scaling a \$100M business unit, and achieving multimillion-dollar cost savings. Career span includes leadership across Fortune 1000 and high-growth technology organizations.

Professional Experience

CoThink LLC | Remote *Founder* | 2025 – Present

- **Drove 3x faster reasoning cycles** by spearheading the development of a multi-agent AI orchestration platform.
- **Optimized multi-model collaboration efficiency by 60%** through designing AI Role Orchestration (patent pending).
- **Secured 99.99% uptime with 40% lower operating costs** by architecting distributed infrastructure across AWS and GCP.
- **Expanded user adoption threefold** across engineering, education, and creative sectors.

Viirtue, Inc. | Homestead, FL *Director of Platform Engineering* | 2025 – 2025

- **Restored uptime from 94% to 99.99%**, cutting incidents by 87%, through championing an enterprise recovery initiative.
- **Enforced SLA compliance** and lowered unplanned downtime by 72% by instituting governance frameworks.
- **Accelerated release velocity by 40%** by streamlining provisioning and CI/CD automation practices.
- **Boosted throughput by 35%** after optimizing core infrastructure and reducing technical debt across 200+ services.

Maximus | Remote *Senior Director, Cloud Solutions* | 2021 – 2024

- **Cut operating cost by 22%** while increasing reliability KPIs through the modernization of hybrid-cloud ecosystems.
- **Improved deployment frequency threefold** by orchestrating Terraform and Ansible automation.
- **Secured over \$50M in new federal contracts** by achieving FedRAMP compliance.

Genesys Telecommunications Laboratories | Miami, FL *Vice President, Network Operations* | 2012 – 2020

- **Restored service availability from 99.49% to 99.999%** within two quarters.

- **Reduced OPEX by \$3M annually** and grew margins from 11% to 62%.
- **Managed a global staff of 150+** across engineering, infrastructure, and operations teams.
- **Delivered a global SIP call-control platform**, increasing routing reliability by 45%.

Skills & Expertise

Executive Leadership & Business: P&L Management, Strategic Planning, Governance & Compliance, Enterprise Operations, SaaS Strategy, Incident Response, Change Management, Leadership Development, Executive Leadership, Business Continuity, Digital Transformation

Technical Stack & Tools: AWS, GCP, Kubernetes, OpenStack, Terraform, Ansible, CloudFormation, AI Automation, Platform Engineering, PCI, SOC 2, HIPAA, FedRAMP, Multi-Cloud Scalability, English, Spanish, Portuguese

Education & Certifications

Education: Associate of Science, Computer Science | Miami Dade Community College

Certifications: WiMAX Network Field Analyst (Aperto, Cupertino, CA) | CCNA (v1) (Cisco Systems) | Vocaltec Engineer Certification (New York, NY)