

Jonathan Caballero

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Technical Skills

Languages: Python, Go, Java, JavaScript (ES5 & ES6), Bash, SQL, Groovy.

Cloud & Infrastructure: Kubernetes, Helm, Docker, Docker Compose, containerd, BuildKit, AWS (EKS, S3), GCP (GKE), Karpenter, Terraform, OpenShift, Gateway API, Nginx, Linux.

CI/CD & GitOps: GitHub Actions, GitLab CI, Jenkins, ArgoCD, Git, Semantic Versioning, Maven, npm, pip.

Security & Identity: HashiCorp Vault, ICAM, OIDC.

Front-end: React, Redux, AngularJS, NextJS, HTML, CSS, Bootstrap, Material UI, jQuery, axios.

Back-end: Flask, Node.js, Express, Spring Boot.

Database: PostgreSQL, Cassandra, MySQL, MongoDB, MongoDB Atlas, Oracle SQL, Liquibase.

Testing & Dev Tools: Jest, Mocha, Chai, Jasmine, TestNG, Selenium, Webpack, Babel, Android Studio, Visual Studio, Eclipse.

Customer Success & Collaboration: Solutions Architecture, Technical Account Management, POV/POC Delivery, Enablement, Incident Management, Root Cause Analysis, Jira, Zendesk, Notion, Slack.

Professional/Previous Experience

Okteto | Solutions Architect, Customer Success

FEB 2023 - OCT 2026, Remote

- Technical lead for a portfolio of ~11 enterprise accounts on a Kubernetes-based developer platform for cloud development environments, owning the post-sales relationship across BYOC and self-hosted deployments on AWS and GCP, from onboarding through adoption, expansion, and renewal.
- Led proofs of value (POV/POC) for complex multi-service Kubernetes deployments, delivering success criteria, validation frameworks, implementation guides, and leadership-ready presentations.
- Drove cross-customer investigations into complex platform issues, such as node churn affecting multiple enterprise accounts, coordinating customer outreach and engineering escalation through to resolution.
- Resolved high-impact production issues across Kubernetes, Helm, Docker, and Docker Compose workloads, following up with root cause analyses and customer postmortems.
- Designed and delivered developer enablement sessions, demos, and runbooks to grow product adoption within strategic accounts.
- Translated field feedback into product requirements by filing and shaping Jira issues and contributing to technical documentation, including ArgoCD installation guidance.
- Built customer-facing tools and resources, including an ROI / productivity calculator, an interactive CS methodology playbook, demo repositories, and training materials.
- Supported customers and internal teams in English and Spanish.

ComponentWise Solutions Inc. | Senior Software Developer

JUL 2021 - FEB 2023, Washington, D.C.

AUG 2019 - SEP 2020, Washington, D.C.

- Member of the Data team in charge of supporting a wide range of infrastructure technologies to facilitate the team's deployment to production: OpenShift, EKS, ICAM integration, GitOps, ArgoCD, Jenkins, Docker.
- Developed a user-friendly application from scratch that serves as the team's dashboard repository, used at the highest levels of the USCIS Government Agency to inform operational decisions. Built with a React front-end, a Python (Flask) back-end, and a PostgreSQL database, with ICAM and HashiCorp Vault integration, deployed to AWS EKS.
- Configured the application's CI/CD pipeline with Semantic Versioning to map container images to specific releases, and maintained unit test coverage above 90%.
- Resolved complex Python/pip dependency conflicts, including Java requirements for Spark NLP, while keeping deployments seamless through shell-scripted Makefile automation, and remediated flagged vulnerabilities in pip packages.
- Provided Full Stack support for the monolith application used by USCIS Officers to process Immigration Cases. For example, Oracle DB table modifications to fit new data structures, Java development for new endpoints, AngularJS troubleshooting and development for front-end bugs.

- Developed code solutions in a SCRUM Agile environment to speed up bug resolution and feature development time with direct feedback from peer developers, testers, and users, automating build and deployment with Git, Jenkins, Kubernetes, and Liquibase.

CACI International Inc. | Software Developer

SEP 2020 - JUL 2021, Fort Detrick, M.D.

- Provided Full Stack support for the application that automatically tests Logicole, the military medical equipment procurement application, using Eclipse, Java, Maven, TestNG, Selenium, and multiple browser drivers for cross-browser testing.
- Built scripts that automatically test the functionality of each module deployed for the Logicole application.
- Analyzed the user experience and interface of the Logicole application and made improvement recommendations.

Epic Systems Corp. | Technical Services

JUL 2016 - APR 2019, Madison, WI.

- Provided long-term consulting technical support to the Professional Billing IT team at 3 hospital organizations, ranging from software issues and reporting gaps to user workflow configurations. Mainly worked with a back-end developed in the M language, a Visual Basic user interface, and an in-house ETL technology.
- Analyzed hospitals' Revenue Cycle metrics to proactively catch revenue leaks and identify costs associated with bad workflows. For example, removing unnecessary bottlenecks when sending out statements to patients.
- Traveled on-site to AnMed Health, Northeast Georgia Health, Hartford Healthcare, U of I Hospitals and Clinics, and Mayo Clinic to prioritize the backlog of issues related to the Professional Billing Application and implement solutions, preventing the cost of bringing in additional consultants.