Freddy Reyes

Director, Enterprise Applications and Cloud Operations

Miami, FL | US Citizen | freddyreyes.com/contact/
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Executive profile

Directed 24/7 operations supporting more than 2,000 Oracle Fusion Cloud environments. Raised zero-touch execution from 5% to 82% in six months. Advised CIOs on system selection and architecture during technical presales, delivered ERP implementations and led Financials and Procurement support across the Americas. Built global teams to integrate, support and maintain enterprise applications.

Core expertise

Enterprise applications and ERP • SaaS operations • Site reliability engineering
Integration architecture • Incident and problem management • Workflow automation
Manufacturing applications • Business continuity • Global teams • KPI governance

Professional experience

Director of Global Cloud Operations and Site Reliability Engineering

Oracle | May 2018 – October 2026

Directed lifecycle management, maintenance, patching and operational readiness for Oracle Fusion Cloud SaaS environments. Established and led the team responsible for customer and partner integrations.

- Designed an automation framework and standardized work across regional teams. Used Python, workflow orchestration and AI-assisted development to automate 90% of core operational business flows.
- Directed design and security reviews for Oracle Integration Cloud connections between Fusion and third-party SaaS applications. Worked with customers, Sales and Development on proof-of-concept architectures.
- Unified regional schedules into a follow-the-sun model. Defined four operational roles and standardized how teams coordinated patching, assessed readiness and validated environments after maintenance.
- Led incident response and executive escalations through service restoration. Established weekly executive reporting and dashboards that tracked lifecycle timing, risks and priorities.
- Oversaw security, maintenance and identity administration for a separate demonstration portfolio of 3,500 IaaS/PaaS tenants in 2018–2020, later repurposed to 300 PaaS-for-SaaS demo tenants.

Director of Enterprise Applications Demo Operations and Functional Support

Oracle | June 2001 – May 2018

- Expanded remote demonstrations from 100 to 1,400 annually by broadening product coverage and improving remote access for a $2B+ Oracle sales organization.
- Led Financials, Procurement and Oracle Projects support teams across North and Latin America. Established support KPIs for customer satisfaction, resolution time and workload, and introduced problem management to identify recurring issues.
- Built technical teams in Mexico, Romania and India. Managed business continuity for a distributed organization of more than 200 people.

Senior Manager of Sales Consulting and Oracle Applications Technology

Oracle | February 1996 – June 2001

- Led a rapid-installation project that cut Oracle Financials ERP implementation time from six months to 30 days. Advised CIOs on architecture and solution selection and coordinated technical presales across the Americas.
- Managed a $1 million Oracle HRMS and Payroll implementation for Mayer Electric, including integration with JD Edwards OneWorld. Oversaw a $2 million web-based HR workflow project for Motorola.

Senior Consultant

KPMG Consulting | February 1995 – February 1996

Implemented integrated accounts receivable, accounts payable and payroll systems. Migrated financial data and reduced server and software maintenance costs.

Personal technology projects

Designed JobsAI MCP, a personal job-search application that uses PostgreSQL and Qdrant to match opportunities to résumé evidence. Developed Homebridge MCP to connect ChatGPT and Claude to home automation, with authenticated access and device-state checks.

Education and credentials

Master of Science, Computer Science | Andres Bello Catholic University

Bachelor of Science, Electronic Engineering | Simon Bolivar University

Oracle Cloud Infrastructure Foundations Certified Associate | AWS Certified AI Practitioner — In Progress

Languages | English, Spanish and Portuguese