MARIO NIEBLA

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SUMMARY

+ Proven technical/people leader with global cross-functional devops engineering organizations
+ Highly experienced in reliability, observability, libraries, CIAM and security services and products
+ Passionate about high scale, highly available mission critical cloud microservices and infrastructure

EXPERIENCE

Jul 2025 - CURRENT

CONFLUENT   **Walnut Creek, CA (remote)**

Senior Director of Engineering, Security Platform

+ Engineering leader for 60 across US and Canada developing Customer & Internal Security services
+ Responsible for Customer IAM and Infrastructure security (SPIFFE/SPIRE implementation and internal access control & transparency)

Jul 2023 - Jul 2025

WORKDAY   **Encinitas, CA (hybrid)**

Senior Director of Engineering, Identity and Access Management

+ Engineering leader for org of 80 across US and EU developing CIAM backend and frontend applications
+ Responsible for incremental and re-platforming efforts around SSO, OAuth, Federated Identity, threat-intelligence, and M&A integration programs.
+ Drove "Engineering Excellence" programs including a focus on resilience, metrics, testing and incident management improving availability and engineering practices.
+ Chaired working group to pivot platform-wide technical strategy retaining strategic partnership.
+ Implemented "top 10 risks" program to highlight and address top operational risks.

Sep 2021 - Nov 2022

TWILIO   **Encinitas, CA (remote)**

Senior Director of Engineering, Identity and Access & Edge Platforms

+ Engineering leader for org of 90 across US, EU, and India developing APIs and frontend
+ Responsible for all Edge Infrastructure (API & Web Gateways, ALBs/NLBs, WAF, DDoS Protection)
+ Responsible for all Customer IAM products (Accounts, Organizations, Users, Login, RBAC, SSO, OAuth, Data Signing & Encryption)
+ Owned and operated 100+ high scale, high availability, mission critical microservices and applications
+ Reduced risk of high-impact incidents by driving blast radius reduction program across tier-0 services
+ Developed technical strategy and founded working group to unify customer identity across Twilio's acquired companies
+ Reduced COGs by 25% by running cost per million requests program
+ Drove cross-BU program to adopt modern, granular access controls in key products

Oct 2018 - Sep 2021

TWILIO   **San Francisco, CA**

Director of Engineering, Identity and Access Platform

+ Engineering leader for org of 50 across US, EU, and India developing APIs and frontend
+ Responsible for all Customer IAM systems (Accounts, Organizations, Users, Login, RBAC, SSO, Data Signing & Encryption)
+ Hired Twilio's first engineering teams in India and within a year brought them on par with established teams in EU and US
+ Improved success rate of most critical services to (5) 9s by driving "operational audit" programs
+ Successfully drove IAM regionalization program enabling region-specific revenue in US1, AU1, IE1
+ Reduced latency by 25% and CPU utilization by 30% on key services by designing a multi-level distributed cache system

Jan 2016 -	**TWILIO**	**San Francisco, CA**
Oct 2018	**Software Architect, Identity and Access Platform**	

+ Designed and drove GDPR/Data Privacy effort for Customer IAM data/services
+ Design/implementation of highly available, resilient cloud services and libraries
  using async-retry, circuit-breakers, fallback mechanisms, caches, etc.
+ Designed novel RBAC system over complex platform with thousands of existing distinct
  datastores and ten's of billions of resources
+ Technical oversight/leadership of engineering team of 35

Jan 2014 -	**TWILIO**	**San Francisco, CA**
Jan 2016	**Principal Engineer, Platform Services**	

+ Designed and implemented core services (API-Gateway, Accounts, API-Authentication,
  Feature-Bits, Credentials-Store, Data Signing)
+ Developed service framework used by 75% of JVM-based services in Twilio
+ Implemented highly available self-hosted memcached libraries/services with failover
+ Technical oversight/leadership of engineering team of 15

Dec 2011 -	**ZINIO**	**San Francisco, CA**
Dec 2013	**Software Architect, Core Platform**	

 + Drove API redesign effort resulting in a single digit ms latency JSON based REST APIs
 + Implemented quality-based software build pipeline, MAVEN, JENKINS, NEXUS, SONAR
 + Performance, scalability and reliability tuning and optimization of REST APIs
 + Implemented event-driven API proxy, NGINX, LUA

Jul 2011 -	**VIADEO**	**San Francisco, CA**
Dec 2011	**Software Architect, Core Platform**	

+ Design and development of professional social networking web platform (+40M users)
  SPRING, jSON, REST, HADOOP, HBASE, MEMCACHED, RABBITMQ

Apr 2010 -	**ZINIO**	**San Francisco, CA**
Jul 2011	**Technical Lead, Content Platform**	

 + Lead for digital, interactive content platform in SPRING, STRUTS, JSP, XQUERY,
   SQL, XML, RESTful Web Services
 + Developed multi-platform, interactive content markup language in JAVA, XML

Apr 2004 -	**TARARI/LSI (acquired by Broadcom)**	**San Diego, CA**
Apr 2010	**Software Engineer, Content Processor Group**	

 + Performance analysis and integration for SAP Enterprise Service Bus
   hardware acceleration project in C, and J2EE
 + Developed tools for lexical/semantic analysis of XML, XPath and RegEx in C
 + Tuning, analysis and optimization of high-performance XML libraries in C, JNI, JAVA
 + Implementation and maintenance of APIs and algorithms related to FPGA-based
   XML/RegEx processors C, JNI, JAVA

EDUCATION

+ University of California - San Diego, B.S. Computer Engineering, 2003
     - 4 quarters of undergraduate research in VLSI test

OTHER

+ US Citizen
+ Fluent in English, Spanish