Benedict Minh Phan

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DevOps and Infrastructure Automation Leader
Over a decade of expertise in designing and optimizing cloud architectures, building robust CI/CD pipelines, and implementing scalable infrastructure solutions. Proven experience leading high-impact teams, transitioning complex systems to cloud platforms (especially AWS), and driving continuous improvement through post-mortem analysis and observability. Skilled in managing monitoring stacks, log analysis, and compliance (SOC2, SOX) during major company milestones like IPO preparation.

Seeking
Leadership role (DevOps Manager, Infrastructure Lead) or Senior IC position (Senior/Staff/Principal Engineer) focused on cloud infrastructure, observability, and enabling high-performing engineering teams. Open to onsite, hybrid, or remote positions.

PROFESSIONAL EXPERIENCE

Twilio SendGrid *(Acquired by Twilio in 2019)*

Principal Engineer, DevOps
2014 – 2023 (9 years) Location: Remote

Achievements:

- **Architected and scaled Splunk** to handle **2PB+ of log data** across hybrid environments, achieving **99.99% uptime** for observability pipelines, which ensured uninterrupted monitoring of critical services and enabled proactive issue detection with a small team.
- **Secured buy-in for a new observability framework**, integrating it into the combined One Twilio platform, resulting in more streamlined and effective monitoring across services, and unifying observability across business units, including **Twilio Classic, SendGrid, and Segment**.
- **Spearheaded the GDPR compliance initiative on logging**, ensuring alignment with **GDPR regulations** and safeguarding customer data, enabling the company to operate within the European market while meeting stringent data privacy standards.
- **Played a pivotal role in IPO preparation**, ensuring **SOC2 and SOX compliance** alignment and performing critical audits that successfully met compliance requirements, supporting SendGrid's successful IPO.
- **Transitioned on-call ownership to developers**, fostering a **proactive incident response culture**, which led to a **50% reduction in mean time to resolution (MTTR)** and significantly improved **team morale** and **system reliability**
- **Led the migration from Graphite to Prometheus and Grafana**, modernizing the observability stack and **improving performance**, which **reduced dashboard latency by 50%** and enhanced real-time monitoring capabilities and insights, improving reliability across critical services.
- **Redesigned SendGrid's technical interview process**, successfully recruiting top engineering talent, resulting in a **increase in team productivity** and a stronger technical foundation for the engineering team.

Responsibilities:

- **Led daily stand-ups, weekly cross-functional meetings, and quarterly planning sessions** with directors and VPs, while also managing **observability team roadmaps** to align with business goals.

- **Facilitated cross-team post-mortems**, driving continuous improvement initiatives that reduced operational toil and enhanced incident response processes.
- **Built and nurtured strong vendor relationships** to ensure seamless integration and smooth operation of tools and services.
- **Deployed and managed Kubernetes-based monitoring stacks**, improving scalability and observability for critical services.
- **Managed thousands of servers using Chef**, including **bare metal** and **virtualized environments**, ensuring environment consistency and seamless infrastructure operations.

OneScreen

DevOps Engineer & Infrastructure Lead
2011 – 2014 (3 years) Location: Onsite

Achievements:

- **Successfully migrated the entire infrastructure from colocation to AWS**, optimizing performance and cost efficiency vs headcount.
- **Developed CI/CD pipelines using Jenkins** to automate and streamline the software development and deployment process.
- **Transitioned infrastructure management from Puppet to Chef**, and later implemented **image-based deployments**, enhancing automation and streamlining infrastructure management.
- **Built and led the operations team from the ground up**, defining team structure, hiring key engineers, and establishing foundational DevOps practices to scale operations effectively.

Responsibilities:

- **Designed architecture for encoding, API, and video playback systems on AWS** utilizing EC2, S3, CloudFront, and ELB, while also beta testing **Elastic Transcoder** to enhance video processing capabilities.
- **Led the technical strategy and operations of the DevOps team**, aligning efforts with company objectives.

Arvan

Manufacturing Engineer
2007 – 2010 (3 years) Location: Onsite

- Manufacturing components for the Boeing 787, including winglets and bus bars.

EDUCATION

California State Polytechnic University, Pomona
Bachelor of Science in Computer Science, 2008

SKILLS

- **Cloud & Infrastructure:** AWS, Kubernetes, Docker, Terraform, Data Centers
- **Infrastructure Automation:** Chef, Puppet, Jenkins, Packer.io, ArgoCD
- **Observability & Monitoring:** Prometheus, Grafana, Splunk, DataDog, Thanos
- **Programming Languages:** Python, Bash, Ruby, Golang
- **Systems:** Linux (RHEL, Debian, Ubuntu)

- **Web Servers:** Nginx, Apache2
- **Caching & Messaging:** Redis, RabbitMQ, Memcached
- **Compliance & Governance:** SOC2, SOX, GDPR
- **Leadership Capabilities:** Team Management, Hiring, Mentoring, Cross-functional Collaboration, Roadmap Planning, On-call Rotation Management

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