**Kthan Graham**

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**Site Reliability Engineer II**

**SRE | AWS Cost Cutter | Migration Pro | Incident Firefighter**  
Ex-Tier 2 support engineer who jumped straight to SRE by proving I could automate problems away. I blend hands-on troubleshooting with big-picture infrastructure thinking.

**Skills & Tools**

**Cloud**: Mainly worked out of AWS (EC2, S3, IAM, Lambda, CloudWatch, SWF, route53, Secrets Manager, VPC, API gateway). I have dabbled in Azure  
**Monitoring**: CloudWatch, Kibana, Custom internal monitors  
**Coding**: Python, PowerShell, JavaScript, MySQL  
**CI/CD**: GitLab Pipelines, QA Deployment Workflows  
**Secret Weapon**: Support-tuned intuition for what actually breaks systems.

**Experience**

***Site Reliability Engineer II***

**ConnectWise | [Aug-2023 - current]**

* **Cut AWS Costs by 53%**– Like a detective, tracked down wasted resources and automated fixes while maintaining > 99.99% uptime for all servers.
* **Led 6,000+ Server Migrations**– From Windows 2012 to 2022, ensuring zero downtime for customers
* **Resolved Critical Incidents in <2 Hours**– Used my Tier 2 triage skills to fix *ScreenConnect*/*Automate* fires faster than most SREs could log in.
* **Redesigned QA Deployments**– Simplified testing pipelines for the *Manage and Automate* products because I’ve seen what happens when bad releases hit customers.

***Tier 1 and 2 Support Engineer***

**ConnectWise | [Mar-2021 to Aug-2023]**

* **Specialty** – Specialized in database management and scripting trouble shooting/repair.
* **Customer** - Centric Debugging – Learned how infrastructure failures actually impact users—now I build systems that fail gracefully.
* **Server stability** - Ensure the partners servers can perform critical SQL queries. By Maintain Both Front and back end of servers.
* **Trouble shooting** – trouble shoot different types of environmental issues to discover the root cause and provide solutions.

**Latest Home Projects**

* **Local LLM Lab**– Self-hosted DeepSeek AI model for testing automation ideas (because I still love hands-on problem-solving).
* **Inventory checker** – a script that scrapes and checks 5090 inventories
* **Picture filing system/mapping** – grabs the meta data from my .raw files and reorganizes them to be in a folder with the date and naming conventions of the individual photos to be country/city it was taken or closest to.
* **Stream deck snipping** – records the last 2 minutes of audio from the computer and snips the last 5 seconds of audio to be replayed back.
* **Support-to-SRE Playbook**– reorganized internal documentation and processes to streamline efficiency between departments.