**Kthan Graham**

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**Site Reliability Engineer II**

**SRE | AWS Cost Cutter | Migration Pro | Incident Firefighter**  
Cloud infrastructure specialist optimizing AWS environments for 99.99% uptime while reducing costs by 53% through automation and strategic resource management.

**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 <1% 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 Projects**

* **Local LLM Lab** – Developed a scalable platform for experimenting with large language models (LLMs) on AWS. Automated data pipelines, model deployment, and monitoring using Lambda, S3, and CloudWatch. Improved inference speed by 30% and enabled rapid prototyping for NLP use cases.
* **Inventory Checker** – Built a Python script to scrape and validate over 5,000 inventory records, automating manual checks and reducing errors by 80%.
* **Picture Filing System/Mapping** – Created a tool to extract metadata from RAW image files and automatically organize them into folders by date, country, and city. Enhanced searchability and workflow for large photo collections.
* **Stream Deck Snipping** – Engineered a desktop utility to record the last 2 minutes of system audio and instantly replay the last 5 seconds. Used for rapid review and content creation.
* **Support-to-SRE Playbook** – Led the reorganization of internal documentation and processes, streamlining efficiency between support and SRE teams. Resulted in faster onboarding and reduced incident response times.
* **Infrastructure from Scratch** – Designed and deployed cloud infrastructure for a property management company to track contract events. Leveraged AWS serverless technologies for cost-effective scalability and reliability.
* **Work Related** – Implemented/created monitoring, alerting, and automation for AWS and Azure (S3, IAM, Secrets, CloudTrail, Route53, pipelines). Automated deployment pipelines and migrations. Developed company-wide SQL queries combining multiple databases to improve troubleshooting, migrations, and licensing audits.