**Ni Yao**

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cell: (646)-725-7522

Site Reliability Engineer

Work Experience

**JP Morgan Chase**

**Site Reliability Engineer** | Fulltime | Dec 2021 - Present

● Engineering research, consultation, and implementation of resiliency best practices for Kubernetes, Kafka, databases, certificate automation, and CI/CD across a half dozen Payments services.

● Implemented observability for B2B Payments applications with daily cash flow exceeding 100 billion USD, reducing mean time to diagnosis by 10x.

● Built Grafana dashboards for performance and application monitoring.

● Developed production automations to auto-recover from incidents as well as automations to reduce toil.

● Conducted incident RCAs for applications processing 100 billion USD daily.

**Con Edison**

**Site Reliability Engineer** | Contract | Feb 2019 – Dec 2021

● Architected a high availability infrastructure for an MFT application handling 80% of company-wide data transactions with external vendors.

● Reduced MTTR (Mean Time to Resolve) by 80% through implementation of PagerDuty and runbooks to standardize resolutions for known issues.

● Automated a manual monthly task and reduced labor spent by 90%.

● Supported four critical applications with an under 1-hour RTO.

● Coordinated security upgrades with over 600 external vendors/companies.

**Con Edison**

**IBM Sterling Integration Analyst** | Contract | Jul 2017 - Feb 2019

● Developed 15 features for backend stability and front-end ease of use.

● Identified and implemented bug fixes reducing downtime by 75%.

● Supported a critical application with an under 1-hour RTO.

Education

**The City College of New York, The Grove School of Engineering**

B.A. in Computer Engineering, 2016

Summary

Deliver reliability for applications through proactive SRE practices in architecture design, resilience engineering, observability, automated recovery, and CI/CD.

Skills

Python / Java / C++ / SQL

Infrastructure Resiliency

Performance Monitoring

Observability Dashboarding

Monitoring and Alerting

Production Automation

Kubernetes Containerization

Pipeline Deployment

RCA and Post-Mortem

Cyber Security (SSL)

Git

Agile Development

Tools Used

AWS Cloud Services

Datadog / Dynatrace / Splunk

Grafana / Prometheus

Bitbucket / GitHub

Terraform

Jenkins / Spinnaker

Certifications

AWS Solutions Architect Associate