

TAYLOR SAMMONS

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PROFESSIONAL SUMMARY

Proven track record of improving system reliability, observability, and operational efficiency across multi-cloud environments. Experienced in supporting distributed systems at scale, driving proactive incident management, and automating reliability practices. Adept at partnering across teams to reduce human toil and embed SRE best practices into development lifecycles.

PROFESSIONAL EXPERIENCE

Sunnova Energy – Houston, TX

Site Reliability Engineer (May 2021 – Present)

- Reduced MTTD by 60% and MTTR by up to 300% by architecting full-stack observability with New Relic.
- Led root cause analysis efforts and delivered blameless postmortems.
- Improved service availability to 99.99%+ with SLO/SLI instrumentation and distributed tracing.
- Automated 150+ hours/month of operational toil using Python.
- Built self-healing CI/CD pipelines with GitHub Actions for zero-downtime deployments.
- Created custom NRQL dashboards and New Relic Apps/APIs for executive visibility.
- Developed monitoring solutions for Salesforce jobs and energy telemetry microservices.
- Deployed infrastructure using Terraform and CloudFormation.

S&S Engineering & Construction Inc. (SSECI) – Houston, TX

Technology Specialist (Dec 2018 – May 2021)

- Developed SharePoint tools and automated MOC workflows.
- Conducted IT audits and improved infrastructure security.
- Built Power BI dashboards and automated reports with VBA.
- Managed SQL Server migrations and CAD support.

Information Technology Consultant (May 2015 – Dec 2018)

- Developed OSI PI Dashboards for real-time data visualization.
- Optimized Asset Framework via server reconfigurations.
- Performed PSM audits at chemical refining facilities.

EDUCATION

Texas Lutheran University – Seguin, TX

Bachelor of Science (B.S.) in Management Information Systems (2015 – 2018)