Rachel Thompson

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PROFESSIONAL SUMMARY

Site Reliability Engineer with 5 years of experience ensuring high availability and performance of large-scale distributed systems. Specialized in incident management, capacity planning, and reliability engineering practices.

TECHNICAL SKILLS

Monitoring & Observability: Prometheus, Grafana, Datadog, New Relic, PagerDuty
Infrastructure: Kubernetes, Terraform, Ansible, AWS, GCP
Programming: Python, Go, Shell Scripting, YAML
Databases: PostgreSQL, MySQL, Redis, Elasticsearch
Reliability: SLI/SLO, Error Budgets, Chaos Engineering

PROFESSIONAL EXPERIENCE

Senior Site Reliability Engineer | ScaleOps Technologies | 2022 - Present
Atlanta, GA
• Maintained 99.99% uptime for critical services serving 50M+ users
• Reduced MTTR by 65% through improved monitoring and alerting
• Implemented chaos engineering practices improving system resilience

Platform Engineer | CloudReliable Inc | 2020 - 2022
Nashville, TN
• Built self-healing infrastructure reducing manual interventions by 70%
• Created capacity planning models preventing resource bottlenecks

EDUCATION

Bachelor of Science in Systems Engineering | Georgia Institute of Technology | 2020

CERTIFICATIONS

• Google Cloud Professional Cloud Architect
• AWS Certified Solutions Architect - Professional
• Certified Kubernetes Administrator (CKA)