

## » BASICS

Senior SRE with 16 years of experience in startup and enterprise SaaS. Leading incident response, building and operating reliable cloud/platform infrastructure, and scaling platforms from launch to millions in monthly sales—serving hundreds of thousands of users—by pairing test-driven development with observability-first practices. Fostering a culture of clarity-and-kindness to incentivize learning and problem-solving.

## » EXPERIENCE

*Remote · Dec 2024 — July*

### **Software Engineer · Independent Consultant (returned from a 2024 sabbatical)**

- Built multiple usage/conversion charts using full history on 10M+ rows (Athena & CDN logs)—replacing 1/7/14-day rollups; centralizing logic and caching models, while maintaining baseline response times and simplifying maintenance.
- Replaced an untrusted MS SQL receivables report used on wallboards, giving leadership confidence in accuracy of daily attribution and operating reports.
- Developed a project-specific GPT—replacing broad manual reading with targeted Q&A, and taking my SQL prototyping, data analysis, and debugging efforts from weeks to days.

*San Francisco → Seattle → Remote · 2018 — 2024*

### **Senior Software Reliability Engineer · Pivotal (VMware, 2020; Broadcom, 2023)**

- Spanned app and platform-level reliability across BAM → PWS → Tanzu—rotating on-call, upgrading systems, hardening CI/CD, and codifying runbooks/ownership.
- Supported full-stack Rails billing/account app (BAM): upgrades, bug fixes, and CI/CD—preserving security and adapting as features evolved.
- Served as SRE for Pivotal Web Services (PWS, Cloud Foundry) at ~1k-node scale: building SLO dashboards/alerts and leading incident response/RCAs to reduce MTTR.
- Facilitated 12 onboarding cohorts (6–8 engineers), accelerating ramp-up, and leveraging new engineers' unique perspectives to surface platform pain points.
- Moderated 10 Team Health Assessments (Spotify THA), improving psychological safety—a key indicator of high-performing teams (Project Aristotle).
- Tech lead VMware's PWS sunset: coordinating 4 engineers and a director, staging cutovers and comms, while offboarding hundreds of thousands of users with zero downtime.
- Sole maintainer for the open-source Wavefront Terraform provider (Go), keeping resources and models aligned as APIs evolved.
- Authored 6 Wavefront Terraform modules adopted by ~30 Tanzu microservice teams, standardizing ~120 SLI charts and reducing multi-meeting onboarding to a single handoff.
- Operated prod/staging Kubernetes (15-node, multi-AZ) that ran 5-minute SLI probes for Tanzu—informing executive stability reviews and on-call.
- Coordinated cross-service incident triage across Tanzu; facilitating RCAs with platform, network, and other services teams.

## » EXPERIENCE

*San Francisco · 2013 — 2017*

### **Founding Engineer, Gametime**

- Scaled a fragile prototype (<40% success) into a ≥99% reliable backend—building real-time inventory, transactions, and vendor integrations as monthly sales reached millions.
- Hardened purchase flows against flaky vendor APIs as purchases/day grew from tens to thousands, using idempotent keys, retries/backoff, adaptive polling, and resilient queues (ZeroMQ→SQS), reducing checkout failures from 15% to <1% and incident pages from 2–3/wk to 1–2/mo.
- Delivered eight vendor integrations (several without public APIs), standardizing adapters, and cutting lead time from months to days.
- Acted as de facto CTO to Founding Engineer from seed to Series B (\$100K→\$20M); growing the engineering team from myself to 12, mentored 3 interns, and shaping hiring practices.

## » EDU

*Seattle, WA 2006 — 2008 | [www.washington.edu](http://www.washington.edu)*

### **Bachelor of Science, University of Washington**

- Computer Science & Applied Mathematics

## » SKILLS

### **Core (current/primary)**

- Languages: Ruby, Bash, SQL (Athena/Iceberg, MS SQL)
- Cloud & Infra: AWS (EC2, S3, IAM, Route 53, CloudWatch), Linux, Terraform, Kubernetes, Docker
- SRE practices: SLIs/SLOs, error budgets, TDD, CI/CD, incident response/RCAs
- Observability: Wavefront, Metabase; dashboards-as-code, performance profiling
- Collaboration & Tools: Git, Jira, design reviews, mentoring

### **Supporting (recent/working)**

Go, Python, GCP, JavaScript, MongoDB, PostgreSQL, Cloud Foundry, BOSH

### **Earlier Experience (pre-2013)**

Java, C++, Node.js