

## Summary

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**Senior SWE/SRE** with 16 years of experience building and operating reliable PaaS and SaaS from seed to enterprise. Architecting reliable, mission-critical systems from launch to hundreds of thousands of requests per day as well as supporting platforms handling tens of millions of requests per day. Proficient in modern programming languages and procedures, multiple cloud platforms, and SRE practices.

## Experience

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### Consulting Engineer, **Blacks Media**

*remote, Dec 2024 — July 2025*

- Cut SQL prototyping, data analysis, and debugging from days to hours by building a project-specific GPT grounded in the team's models, log schema, and datasets.
- Replaced 1/7/14-day usage/conversion rollups with full-history reporting over 10M+ rows while maintaining baseline response times and simplifying maintenance — by reducing joins, centralizing models and adding caching (Athena/Iceberg/CloudFront logs/Metabase).

### Software Reliability Engineer 3, **VMware (acquired by Broadcom)**

*remote, Jan 2020 — Dec 2023*

- Standardized operations visibility across Tanzu, collaborating with **20 microservice teams** to define their **SLIs & error budgets**, producing a single-pane dashboard with ~200 charts and ~60 SLIs.
- Authored 6 reusable **dashboards-as-code Terraform modules**, maintained Wavefront **Terraform provider** and **Go API client**, simplifying configuration and leveraging modular design.
- Provided Tanzu Mission Control continuous monitoring against its **99.99% SLO** by building and operating **Kubernetes** clusters running custom **SLI probes** and **k8s controllers**, emitting metrics to Wavefront (time-series DB). (Kustomize/GitOps/fluentbit, Vault, **Python** and kubebuilder)
- Drove **cross-service incident triage** for Tanzu microservice teams, resolving a dozen "no-owner" incidents by leading **blameless RCAs** and pushing through organizational friction to get fixes implemented.
- Led Pivotal Web Services' sunset — off-boarding hundreds of thousands of users and reducing run-rate by ~\$250k/month — by planning cutovers, comms and cohort removal sequencing (**Rails/AWS/Cloud Foundry**).

### Senior Software Engineer, **Pivotal (acquired by VMware)**

*in-office, Feb 2018 — Jan 2020*

- Maintained full-stack Billing & Account Management app (Rails) and its **CI/CD** — pair programming full time to support hundreds of thousands of users' billing needs — through **Rails** feature development, migrations, CI/CD hardening and on-call (**AWS/TDD/runbooks/tooling**).
- Maintained Pivotal Web Services (PWS, a **PaaS**) & platform's Rails-based Usage Service and their CI/CD across dozens of versions of the platform, by shipping features, updating dependencies and fixing customer/CI issues.
- Operated PWS at a **99.95% SLO** across thousands of nodes and dozens of services while deploying weekly updates — using CI gates, canary node pools, automated rollbacks, dashboards & alerts (Datadog/PagerDuty), leading **incident responses** while updating **runbooks** and **tooling (Bash/Ruby/Python)**.
- Supported a culture of candor and learning for 8 teams by increasing psychological safety (Google's Project Aristotle) by moderating **team-building** exercises that are based on Spotify's Squad Health Check (SHC).
- Invited to participate in the company's NYC-based SHC knowledge-share, collaborating with other facilitators on company-wide SHC improvements.
- Gave 10 cohorts of 6–10 new hires an operations baseline to apply on their microservice teams by facilitating a week-long **onboarding curriculum** built to teach our teams how to run Pivotal's flagship product (PCF).

### Consulting Software Engineer, **Textline**

*in-office, Jun 2017 — Nov 2017*

- Redesigned and rebuilt rigid billing system, enabling dozens of new pricing models by generalizing it into one that was able to bill on arbitrary **Rails** objects/usage.

### Senior Software Engineer, **Entelo**

*in-office, Mar 2017 — Jun 2017*

- Built a Rails background job that leveraged GitHub's public API to improve data freshness and coverage for **hundreds of millions** of candidate profiles using TDD and **Rails**.

- Supported company growth and customer satisfaction — from seed (\$100K) to Series B (\$20M) — as **primary architect, capacity planner**, and 24/7 **on-call** for the first 3 years of the ticketing app's existence.
- Enabled early investor demos and customer satisfaction — taking prototype **<40%** purchase reliability to **≥80%** in the first month — by replacing an alpha Python backend with a robust **Ruby** implementation.
- Increased checkout **reliability to 99%** and reduced incident pages from **5–6/month** down to **fewer than one a month** — by adding idempotency, retries/backoff, adaptive polling, queues (SQS/Kafka), observability (Datadog/Honeybadger) and improving alert hygiene.
- Rightsized backend as users grew from tens-of users per day to tens-of-thousands by implementing dozens of **Ruby** microservices on **AWS** (EC2, S3, Route 53, etc) and scaling MongoDB/Redis/etcd clusters.
- Onboarded new engineers, improving their success by keeping time-to-first-commit within the first couple days, by providing early code reviews and code tours.
- Allowed non-technical venue-team to add hundreds of new venues, with thousands of seats, for multiple teams, performers and vendors by implementing and teaching basic JSON/regex-based adapter patterns.
- Delivered 8 vendor integrations, cutting lead times from months to days, by standardizing microservice patterns.
- Grew engineering team from a single engineer (myself) to 12, participating in hiring ICs, leads and directors.

## Earlier Experience

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- **Consultant, Spiration**: Built a web form on Salesforce/Force.com — reducing data-entry errors to **near zero** — using a combination of Visualforce and JavaScript. (*remote, 2013*)
- **Cofounder, Leadadvo**: Automated Craigslist listings for a dozen realtors — **thousands** of ads posted and automatically verified per day — using Selenium, PhantomJS, dedicated proxy infrastructure, Handlebars and a Node.js backend on **AWS**. (*hybrid, 2010 — 2013*)

## Personal Projects & Leadership

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- **Game Hosting Platform, Personal Project**: Built a full stack platform on **GCP** which currently supports two headless game servers: Valheim and Barotrauma — collaborated with ChatGPT to produce **Bash**, systemd, **Terraform** and **Packer**-based tooling. <https://github.com/bwinter/baroboys> (2024 - Present)
- **Board Member, Condo HOA**: Kept operations predictable and reserves aligned, achieving no unplanned special assessments, through collaborative budget and reserve planning with fellow directors and property management (Sep 2022 - Present)

## Education

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University of Washington, B.S. in Computer Science & Applied Mathematics

2006 — 2008

## Skills

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**Languages**: Ruby, Bash, SQL, Python, JavaScript, Go, C++, Java

**Cloud & Infra**: AWS (EC2, S3, IAM, Route 53, CloudWatch and more), Linux, Terraform, Docker, Kubernetes, Cloud Foundry, GCP, RESTful APIs

**SRE & reliability**: SLIs/SLOs, error budgets, incident response/RCAs/on-call, postmortems, incident command, TDD, CI/CD, Concourse

**Observability**: Wavefront, Datadog, New Relic, PagerDuty, Elasticsearch, Fluent Bit, Metabase; dashboards-as-code, performance profiling

**Datastores**: PostgreSQL, Redis, Etcd, MongoDB, Athena

**Mentorship**: pair programming, training, workshops, technical leader, mentor

**Productivity**: Agile, IntelliJ, vim, git, JIRA, PivotalTracker, Miro