Brendan Winter

bwinter.sc81@gmail.com

https://github.com/bwinter

Ruby

Summary

Senior SWE/SRE with 16 years experience building and operating reliable PaaS and SaaS at scale. Significantly contributing to a successful startup as a technical leader architecting scalable, mission-critical systems from launch to hundreds of thousands of requests per day. With experience supporting enterprise scale platforms that handle hundreds of millions of requests per day. Proficient in modern programming languages and procedures, multiple cloud platforms and SRE observability practices.

Experience

Consulting Data Engineer, Blacks Media   *Dec 2024 — July 2025*

- Replaced 1/7/14-day usage/conversion rollups with full history over 10M+ rows (**Athena/Iceberg/CloudFront logs**) — while maintaining baseline response times and simplifying maintenance — reducing SQL joins, centralizing models and caching (**Metabase/MS SQL**).
- Reduced SQL **prototyping**, **data analysis** and **debugging** efforts from **days** to **hours**, by developing a **project-specific GPT**.

Software Reliability Engineer 3, VMware   *Jan 2020 — Dec 2023*

- Tech led Pivotal Web Services' (PWS) sunset **—** leading a team of 5 to offboard **hundreds of thousands of users** and saving the company $1 million a month — designing and implementing cutovers and comms.
- Created and maintained a **custom Kubernetes controller** — that coordinated the lifecycle and cadence of probes while emitting tagged metrics to Wavefront's **time-series DB** using **KubeBuilder**.
- Standardized **SLIs** & **error budgets** via **dashboards-as-code** for Tansu's microservices — adopted by **20** teams, graphing hundreds of millions of data points, across ~**200 charts** including **60** service **SLIs** — by authoring **6 Terraform modules,** maintaining Wavefront's **Terraform Provider** as well as its **Go API client lib**.
- Created and maintained a **Kubernetes** cluster and **SLI probes** (**Python**) — providing **99.99%** uptime monitoring for hundreds of prod/staging nodes, emitting tagged metrics on a 5-min cadence to Wavefront's **time-series DB** — using **Kustomize**, **GitOps,** and **Vault** to maintain the cluster, **Python** for the probes, and **KubeBuilder** to create the **Kubernetes controller**.
- Drove cross-service **incident triage** across Tanzu services — resolving a dozen no-owner incidents — by leading **RCAs** and coordination with platform/network/service teams.

Senior Software Engineer, Pivotal   *Feb 2018 — Jan 2020*

- Maintained full-stack billing & account management app (BAM) and its **CI/CD** — pair programming full time to support 100s of thousands of users billing needs — through **Rails** feature development, bug fixes, migrations and CI/CD hardening.
- Optimized Built pipeline that automatically built layered Docker container images to optimize common vs less commonly changing build components.
- Stood up test PaaS environments
- Maintained platforms Usage Service application (**Ruby**) and its CI/CD, across dozens of versions of the platform, by updating dependencies, fixing customer and CI reported bugs.
- Sustained production stability during weekly releases for **PWS** (**PaaS**) — across thousands of nodes, and dozens of services with a **99.9%** SLI target — by enforcing staging + CI gates, canary node pools and quick rollbacks.
- Strengthened incident readiness and PaaS product — shipping post-incident backlog items each week and maintaining broad runbook coverage — by building SLO dashboards/alerts, leading RCAs and updating runbooks.
- Iteratively wrote/refreshed operational tooling and runbooks — maintaining MTTRs while the platform evolved — via thorough incident procedures and daily operations that fed back into these.
- Maintained platform stability — by participating in dozens of incident responses — feeding RCAs back into the service team to maintain a highly reliable platform for our customers.
-
- Accelerated new engineer ramp-up, and surfaced platform pain points across **12 cohorts** (6–8 engineers) by facilitating structured onboarding curriculum.

- Increased psychological safety for **10 teams** by moderating a team building practice based on **Spotify's THA**; invited to participate in company NYC knowledge-share, collaborating with other facilitators on format to improve company wide practice.

Consulting Software Engineer, Textline   *Jun 2017 — Nov 2017*

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

Senior Software Engineer, Entelo   *Mar 2017 — Jun 2017*

- Fixed data pipeline by using the latest version of GitHub's **API** — improving data freshness/coverage for **hundreds of millions of users** — using a new, well tested **Ruby** worker.

Founding Engineer, Gametime   *Jun 2013 — Jan 2017*

- Enabled credible early investor demos and early customer satisfaction — taking fragile prototype **<40%** success to **≥80%** purchase reliability in the first month — by reverse-engineering and replacing an alpha **Python** backend with a robust **Ruby** implementation.
- Supported company growth — from seed ($100K) to Series B ($20M) — as primary architect and on-call for the first 3 years.
- Scaled backend for real-time mobile ticketing app — from **tens** users/day to **tens of thousands** of users/day — …
- Ultimately increased checkout reliability up to **99%** in spite of flaky vendor APIs, reducing incident pages from **2–3/wk** down to less than **1 a month** — by implementing idempotent keys, retries/backoff, adaptive polling, queues and improving alert hygiene.
- Deliver **8** vendor integrations — while cutting lead times from **months to days** — by standardizing a vendor micro service pattern and implementing a variety of data adapter patterns, allowing non-technical teams to independently add hundreds of new venues and teams/performers across the US and Canada.
- Braintree?
- Grew the engineering team — from myself to 12 — participating in hiring ICs, leads and directors.
- Onboarded new engineers — kept time-to-first-commit within the **first couple days** — by providing early code reviews and code tours.

Earlier Experience

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

Education

University of Washington, Computer Science & Applied Mathematics   *2006 — 2008*

Skills

Languages: Ruby, Bash, SQL, Go, Python, JavaScript, Node.js, C++
Cloud & Infra: AWS (EC2, S3, IAM, Route 53, CloudWatch), Linux, Terraform, Kubernetes, Docker, Packer, Cloud Foundry, BOSH, GCP, RESTful APIs
SRE practices: SLIs/SLOs, error budgets, incident response/RCAs/on-call, TDD, CI/CD
Observability: Wavefront, NewRelic, Metabase, FluentBit, Honeybadger; dashboards-as-code, performance profiling
Datastores: MongoDB, PostgreSQL, Redis, Etcd
Mentorship: Pair Programming, technical leader and mentor for many of my teams