

# DAVID J. REED

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## EXPERIENCE

**Senior Site Reliability Engineer at Klaviyo.com** — Boston, MA

*March 2024 – Present*

- **Supported billions of requests per hour** during Black Friday and Cyber Monday events, generating tens of millions of dollars in attributable revenue for customers
- **Ensured 100% uptime for all services during Black Friday/Cyber Monday** through infrastructure scaling, regular organization-wide testing, and monitoring in the months leading up to the event
- **Mentored junior engineers** in best practices around Python development, infrastructure-as-code monitoring, and incident response, and on-call practices/triage
- **Maintained local engineering environment setup** and automation for 300+ engineers across our product teams, ensuring a consistent and efficient development experience
- **Built and maintained incident tooling** for on-call engineers, including a Slack bot for incident management and reporting tooling for senior leadership teams to track incident trends within the organization

**Senior DevOps Engineer at Drift.com** — Boston, MA

*July 2019 – March 2024*

- **Led design & development of Slack-driven deployment systems** responsible for configuring, deploying, and scaling hundreds of applications daily to both the U.S. & E.U.
- **Architected the team's internal developer platform (IDP)**, integrating dozens of internal tools and metrics into a unified web UI and backend
- **Reduced build times by 30%** within our largest repositories through efficient dependency management, compiler optimizations, and shared workflows within CircleCI
- **Instituted infrastructure-as-code practices** using Terraform and Helm across dozens of clusters and hundreds of services, running on both AWS and Google Cloud in multiple regions
- **Saved 20% on monthly AWS costs** via Kubernetes-enabled infrastructure resizing and service autoscaling in response to real-time usage
- Built and maintained **Java, Python, Javascript, and Go** micro-services with various frameworks, including Dropwizard, Django, Node, and FastAPI
- **Led incident response, triage, & critical fixes** for cloud infrastructure, CI/CD pipelines, & networking outages, in addition to acting as a DevOps subject matter expert for general incidents/outages

**Software Engineer Coop at HubSpot Inc** — Cambridge, MA

*January 2019 – June 2019*

- Created and maintained Java micro-services in an Agile environment
- Designed and implemented engineer and service credential automation utilizing AWS' IAM
- Leveraged OpenSSL to automate SSL certificate validity across a cloud infrastructure
- Designed and automated cross-region data replication for database backups for disaster recovery

## EDUCATION

**B.S. Computer Science**, Minor in Mathematics  
*Dean's List, 3.6 G.P.A.*

**Northeastern University** — Boston, MA  
*September 2015 – December 2019*

## TECHNICAL SKILLS

**Experienced (3+ Years):** Java, Golang, Git, Docker, Kubernetes, Terraform

**Proficient (2-3 Years):** Shell Scripting, C, Python, SQL, Javascript (React, Node, ES5/6)

**Familiar (1-2 Years):** C, Ruby, LaTeX, GNU Make, Nginx