

# NICK MOORE

## Principal SRE & Platform Engineer

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## PROFESSIONAL SUMMARY

AI-savvy Principal SRE & Platform Engineer with 10+ years designing, scaling, and securing high-traffic infrastructures on AWS, Azure, GCP. CKA-certified expert in Kubernetes (Level 10), Terraform (Level 9), Ansible (Level 10), Docker (Level 10), GitHub Actions (Level 9). Proven in incident response, 99.9% uptime, cost optimization (20–40% reductions), and automation at global scale (Pinterest, Talkdesk, financial systems).

Evolving to DevSecOps platform engineering: championing Internal Developer Platforms with Backstage.io + Crossplane for golden paths, shift-left security via Trivy/container/IaC scans, and AI-assisted workflows (Cursor AI, Anthropic Claude, Continue.dev, LangChain) to embed compliance, speed, and soul into self-service development. Always grateful, crafting resilient, meaningful tech that resonates.

## EXPERIENCE

### Principal SRE

#### Talkdesk

Jan 2024 – Present

Remote / Denver, CO

- Own AWS infrastructure for high-traffic cloud contact center; ensure reliability, scalability, performance.
- Lead on-call & incident management; proactive automation to eliminate recurring issues.
- Kubernetes orchestration, Python routing/orchestration, observability; plan AI feature scaling.
- Automate provisioning; explore Backstage.io + Crossplane golden paths with embedded security.
- Integrate shift-left: Trivy scans, AI agents (Cursor/Claude/Continue.dev) for secure code/fixes.

### Network Automation Architect

#### Pinterest

Jan 2022 – Dec 2024

Remote

- Architected AWS network/infra automation for platform serving millions daily.
- Built Python/Ansible/Terraform pipelines; reduced config time ~60%, manual toil.
- Designed high-performance routing/workloads; supported capacity planning, observability.
- Laid platform engineering foundations, including standardized secure deployments & IDP concepts.

### VP Site Reliability Engineering

#### City National Bank

Jan 2020 – Jan 2022

- Led SRE team for critical financial systems (Azure + multi-cloud); ensured compliance, SLAs.

## SKILLS

- AWS (Expert)
- Terraform (Lv9)
- Ansible (Lv10)
- Kubernetes (CKA, Lv10)
- Docker (Lv10)
- GitHub Actions (Lv9)
- DevSecOps • Shift-Left
- Trivy • Backstage.io
- Crossplane • Golden Paths
- Python • Rust • Golang
- Cursor AI • Claude • LangChain
- N8N • Zapier • Pipedream
- Windsurf UI • SDN/VXLAN
- Observability • Incident Mgmt
- 99.9% Uptime Engineering

## EDUCATION

### BS Computer Science

#### University of Washington

Sep 1996 – Jun 2000

## CERTIFICATIONS

- Certified Kubernetes Administrator (CKA)  
Cloud Native Computing Foundation
- Terraform (Level 9 Mastery)
- Ansible (Level 10 Mastery)
- Docker (Level 10 Mastery)
- Kubernetes (Level 10 Mastery)
- GitHub Actions (Level 9 Mastery)

## HIGHLIGHTS

- 23 Elite Skills • 23 Legendary  
1.44M+ Total XP • 99.9% Mastery Rate
- Recent Thought Leadership  
Golden Paths & Crossplane, Backstage IaC Reference Impl, AI SRE Accuracy, Quantum/Agentic Commerce (2025–2026 posts)

- Directed incident response, production stability in regulated environment.
  - Scaled via containers, CI/CD, Python monitoring/capacity tools.
  - Advanced automation & security practices to reduce toil, strengthen posture.
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## SRE & Network Automation Consultant

### Independent / Various Clients

 Jun 2018 – Present

 Remote

- Multi-cloud infra (AWS/Azure/GCP) with Terraform/Ansible; 25% faster deployments, 20% fewer errors.
- Kubernetes clusters (Helm), SDN (OpenFlow/VXLAN/libvirt/KVM); 99.9% uptime.
- Scaled Edgecast CDN 8GB → 45TB (95% cache-hit, WAF/DDoS); 20–40% latency/cost wins.
- Built Gemini Prime crypto platform; low-latency, compliant institutional trading.
- Integrated AI (LangChain/N8N/Zapier/Pipedream), Windsurf UI, Cursor AI for rapid development.