

Issac “Gabriel” Henderson

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Site Reliability Engineer

Cloud | DevOps | SRE | Incident Response

Passionate Site Reliability Engineer with a focus on cloud automation, system reliability, and the integration of CI/CD pipelines for software and data workflows. Expertise in Python for infrastructure automation, data engineering, and pipeline development. Committed to continuous learning and deploying cutting-edge solutions to drive efficiency and stability at scale.

PROFESSIONAL EXPERIENCE

HCL Technology, Remote Site Reliability Engineer (SRE)

Apr. 2022 – Present

- Collaborated on architecting a highly scalable Kubernetes platform on AWS EKS, enabling seamless microservice deployments with zero downtime.
- Contributed to infrastructure automation with Terraform, significantly reducing deployment time and ensuring environment consistency.
- Enhanced CI/CD pipelines using GitLab CI/CD, integrating automated testing, security, and deployment strategies for continuous delivery.
- Supported the implementation of monitoring and logging tools (Prometheus, Grafana, ELK Stack), improving system observability and incident response.
- Mentored junior DevOps engineers, fostering a culture of knowledge sharing and continuous learning.

RCS (MSP), Hybrid Network Administrator

Jul. 2021 – Apr. 2022

- Contributed to a 20% improvement in incident response time by streamlining troubleshooting documentation and associated resources.
- Supported the management of 13+ clients under the guidance of my client manager.
- Created a 30+ article knowledge base to promote team efficiency and shared understanding of network issues.
- Automate regular vulnerability scans of network devices and systems, identifying potential risks.
- Adhered to SLAs through diligent issue documentation and timely resolution.
- Automate regular backups of network device configurations for quick recovery in case of failure.

TECHNICAL SKILLS

Cloud Platforms: AWS (EKS, ECR, Code Pipeline, Code Build, CloudFormation), GCP (GKE, Cloud Build), Azure (AKS, DevOps)

Configuration Management: Leveraging tools like Puppet or Chef

Operating Systems: Ubuntu, CentOS, Red hat, Amazon Linux, Windows Server

Containerization: Kubernetes, Docker

Programming: Python, YAML/JSON, Bash,

Infrastructure as Code: Terraform, Ansible, Jenkins, Chef, GitLab CI/CD, VPCs, EC2 instances, EKS clusters.

Monitoring & Logging: CloudWatch, Prometheus, Grafana, ELK Stack (Elasticsearch, Logstash, Kibana)

EDUCATION

Associates of Sciences, Dallas Community College