Jonathan Gray

Systems Development Engineer At AWS

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PROFILE

Site Reliability Engineer with extensive experience operating highly available, globally distributed systems in production, currently working on Route 53 Health Checks. Strong background in Linux systems, infrastructure monitoring, and incident response. Passionate about enabling operational efficiency and enhancing service reliability through scalable solutions. Motivated by opportunities to collaborate on high-impact projects and continuously develop skills in a fast-evolving industry.

WORK EXPERIENCE

Amazon Web Services (AWS) - Systems Development Engineer - Route53 Health Checks

Worked for a Seattle-based Route 53 team of Software Engineers remotely from London. This team owns Route53 Health Checks, a highly available, globally distributed endpoint monitoring service. Every few seconds, the service checks the health of millions of computers around the world to help Route 53 DNS, Amazon Elastic Load Balancing, Amazon RDS, Amazon S3, and many other AWS services maintain high availability for their customers.

February 2024 - Present | London

- Participate in 24/7 on-call rotation for a critical production service (AWS tier 0 service), leading incident response, root cause investigations and dedicate action items towards preventing recurring issues.
- In 2025 completed a project to perform database migration from a legacy in-house technology to a modern one across multiple regions to future-proof the HealthCheck Control Plane.
- Improve region build and deployment workflows through in-house automation frameworks and enhanced IaC (CloudFormation)
- Authored 2 COEs (correction of error), which are root cause documents presented at org level to deep dive into the technical details of 2 customers impacting high severity events. Proposed series of action items to prevent future reoccurrence.
- Deliver security-related projects requiring code changes and patches, rolled out across multiple regions and availability zones
- Authored operational runbooks and documentation to improve on-call response and reduce time to resolution
- Build and maintain tooling in Python, Bash, and Ruby to support deployment automation, validation, and CI/CD workflows

Amazon Web Services (AWS) - Systems Engineer - Route53 Health Checks

August 2021 - February 2024 | London

- Responded to alerts, triaged events, and performed deep-dive troubleshooting on the on-call roster
- Drove improvements and high-severity issue reduction initiatives
- Built regions using existing AWS and in-house tooling while developing automation to reduce human intervention and decrease overall build time
- Executed patching and security campaigns across all regions
- Collaborated with adjacent Route 53 service teams on cross-team projects, supporting DNS infrastructure scaling

Mimecast - Site Reliability Engineer

March 2019 - July 2021 | London

- Supported and operated multi-region, multi-datacentre production infrastructure hosting core email security services with thousands of servers globally
- Participated in on-call rotation ensuring 24/7 uptime of core services and applications, responding to incidents and service degradation
- Balanced daily responsibilities including firefighting, monitoring alerts, escalations from other teams, and project-based work
- Implemented Project Turbo: a Java-based service automating end-user reporting of malicious emails, deployed as containerised workloads on Kubernetes with PostgreSQL for persistence and Kafka for event-driven processing
- Collaborated with engineering and product teams to improve reliability, scalability, and operational visibility

FICO - DevOps Engineer

April 2018 - February 2019 | Reading

- Worked with the FICO CCS UK Operations team to maintain, automate, and improve infrastructure responsible for informing bank customers about potential fraudulent behaviour
- Supported and automated Linux-based infrastructure and virtualised environments using Xen VMs
- Assisted engineering teams with production support and deployment workflows

Forcepoint - Associate Technical Support Engineer

March 2017 - April 2018 | Reading

- Provided technical support via phone calls, emails, and support tickets for enterprise cyber security products
- Troubleshot complex issues, identified bugs, replicated them, and liaised with development teams via JIRA to implement workarounds or code fixes

Earlier Roles: Technical Support Engineer (Ultima Business Solutions), IT Support Analyst (British Car Auctions), IT Staging Engineer (Phoenix IT Group)

TECHNOLOGIES I HAVE WORKED WITH

Containerisation: Kubernetes; Docker

Cloud: AWS (EC2, Auto Scaling, IAM, S3, CloudFormation); Linux (RHEL, CentOS)

Coding: Python, Bash, Ruby, Java

DevOps Tooling: Git, CI/CD Pipelines, Jenkins, IaC (CloudFormation), Orchestration

Systems Administration: RHEL Linux, CentOS, LDAP, DNS

Databases: MySQL, Postgres, MongoDB

Configuration Management: SaltStack, Puppet, and in-house tooling

Monitoring: CloudWatch Alarms, Nagios, in-house metrics, Prometheus, and Grafana