

# Jonathan Gray

Systems Development Engineer at Route 53 AWS

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## PROFILE

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Site Reliability Engineer with extensive experience operating and enhancing highly available, global services in large production environments.

I am currently working at AWS in a team that owns a globally distributed highly available endpoint monitoring service. Strong background across Linux systems, cloud infrastructure, service reliability, and platform tooling. Experienced in incident response, automation, CI/CD workflows, deep-dive troubleshooting and implementing scalable infrastructure and new services at scale.

Looking for mid-level to senior level roles as a Linux Systems Engineer, Site Reliability Engineer, DevOps Engineer or Platform Engineer.

## WORK EXPERIENCE

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

2021 - Present | London

Worked for a Seattle based Route 53 service team consisting of mostly Software Engineers remotely from London.

- Participated in 24/7 on-call rotation for a critical production service, leading incident response and root cause investigations
- Expanded Route 53 Health Check service to 7 new Commercial regions via region builds. Wrote a detailed region build runbook, automated manual tasks and implemented them in in-house automation framework and through IaC (CloudFormation). Acted as an SME for region builds in Health Check team.
- Completed project to perform database migration from a legacy in-house technology to a modern one across multiple regions to future-proof our Control Plane.
- Investigated and deep dived into issues with configuration drift, deployment edge cases and lack of testing that had caused service and in-turn customer impact. Wrote unit tests, sanity tests and made pipeline changes to prevent future reoccurrence.
- Delivered projects related to security findings rolled out the changes across multiple regions and availability zones
- Authored and re-vamped operational runbooks and documentation to improve on-call response and reduce time to resolution
- Built and maintained tooling in Python, Bash, and Ruby to support deployment automation, validation, and CI/CD workflows.
- Service code changes in Java to address bugs and to enable compatibility for database migration and for region builds.

### **Mimecast - Site Reliability Engineer**

2019 - 2021 | London

- Supported and operated multi-region production infrastructure hosting core email security services
- Participated in on-call rotation responding to incidents and service degradation

- Lead efforts to implement Project Turbo: a Java-based service to automate end-user reporting of malicious emails, built and deployed on Kubernetes using technologies such as Kafka, postgres and in-house application code.
- Collaborated with engineering and product teams to improve reliability, scalability, and operational visibility
- Drove reliability improvements through automation, monitoring, and systematic troubleshooting

## FICO - DevOps Engineer

2018 - 2019 | London

- Supported and automated Linux-based infrastructure and virtualised environments of over 3000 servers.
- Assisted engineering teams with production support and deployment workflows

**Earlier Roles:** Associate Technical Support Engineer (Forcepoint), 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