James Andrew Conner

Site Reliability Engineer | Platform Owner

Memphis, TN • Remote-friendly

Source: https://github.com/jac494/resume

Summary

Staff-level Site Reliability Engineer and Platform Owner with 9+ years of experience designing, operating, and evolving reliability-critical systems across payments, large-scale infrastructure, and enterprise platforms. Strong focus on **observability, build and deploy platforms, GitOps workflows, and developer experience**, with a track record of reducing operational toil, improving recovery from failure, and enabling teams to ship safely at scale. Known for bridging modern SRE practices into complex organizations while remaining deeply hands-on with systems and code.

Core Focus Areas

- Observability platforms and service visibility (metrics, logs, alerting)
- Build, deploy, and delivery platforms (CI/CD, GitOps, IaC)
- Reliability engineering, incident response, and DR automation
- Developer experience and reduction of operational toil
- Distributed systems and data-intensive workloads

Technical Skills

Languages: Python, Go, C++, Bash
Distributed Systems: gRPC, Thrift, async services, microservices
Observability: Grafana, Scuba, metrics & alerting design
Platforms & IaC: Terraform, Ansible, Chef, Docker, Kubernetes, OpenShift, Helm, Argo
Data: MySQL, MongoDB, Spark, SQL
Cloud & Infra: AWS, Linux, networking (BGP, OSPF), PKI
Delivery Tooling: Jenkins, Bitbucket, Artifactory

Professional Experience

ALSAC – St. Jude Children's Research Hospital

Platform Owner – Automation, Integration, Middleware & Application Delivery
Memphis, TN • 04/2023 – Present

Platform owner responsible for guiding the technical direction and delivery of automation and application delivery platforms supporting infrastructure and application teams across on-premise and cloud environments.

- Own the technical roadmap for **configuration-as-code, observability, build and deploy, and infrastructure security platforms**, balancing platform stability with long-term modernization
- Partner closely with infrastructure, security, and application teams to introduce **GitOps-style workflows, OpenShift-based deployment patterns, and automated delivery pipelines**
- Serve as a technical escalation point for complex issues involving PKI, middleware, and deployment automation
- Translate SRE principles into operations-focused teams by moving from one-off support to governed, automated workflows that scale.
- Shape platform priorities to reduce cognitive load on engineers while increasing reuse and consistency across teams

Technologies: Ansible, OpenShift, AppViewX/PKI, DataPower, Jenkins, Argo, Helm, Bitbucket, Artifactory

Meta (Facebook)

Production Engineer – FinTech Payments
Menlo Park, CA • 11/2020 – 01/2023

Production Engineer on the FinTech Payments team, responsible for the reliability, scalability, and operational integrity of globally critical payments infrastructure.

- Participated in shared on-call rotations with partner SWE teams and contributed to SEV review and remediation efforts

- Led disaster recovery exercises and drove **automation of DR processes**, improving compliance while reducing manual operational risk
- Contributed to service migrations from synchronous to asynchronous execution models, increasing throughput and reducing capacity pressure
- Played a key role in scaling production database systems through coordinated code, data, and operational changes
- Identified and mitigated a potential SEV-1 scenario that could have impacted **5–20% of global payments traffic**
- Reduced offline Spark processing workloads by **5×** through improved parallelization and execution strategies

Technologies: Python, C++, Spark, SQL, Presto, Scuba, Thrift, Chef

Dropbox

Site Reliability Engineer
San Francisco, CA • 07/2019 – 08/2020

Site Reliability Engineer focused on automation and reliability of Dropbox's backbone, cloud, datacenter, and edge network infrastructure.

- Designed and operated microservices enabling automation of large-scale network infrastructure
- Owned deployment and lifecycle management of Linux-based services and internal tooling
- Led assessments of disaster recovery coverage and identified reliability gaps across team-owned systems
- Co-developed a **general-purpose notification and alert-response platform** using Go and gRPC, enabling SRE teams to build custom automation without duplicating effort
- Automated visibility and validation of edge ACL deployments, reducing post-deployment toil and improving fault detection

Technologies: Python, Go, Django, Grafana, Kubernetes, Mesos, gRPC, Linux, SQL

AutoZone, Inc

Systems Engineer – Store Networks
Memphis, TN • 05/2016 – 07/2019

- Built internal automation services that reduced network configuration time from hours to minutes
- Developed monitoring and analysis tooling that revealed latent faults in ~10% of remote sites, enabling proactive remediation
- Reduced mean time to repair on provider circuits by 50%+ through standardized drain/undrain procedures and automated monitoring
- Led design and deployment of high-availability network architectures supporting new business initiatives
- Modernized Linux service management by migrating legacy init systems across 30,000+ production systems

Technologies: Python, SQL, Linux, Cisco, BGP, MongoDB, Bash

Earlier Experience (Condensed)

- **Systems Engineer** – Computers & Networks, Inc.
- **Network Engineer** – Premier Satellite & Internet

Enterprise IT, ISP operations, network design, monitoring, and Linux infrastructure.

Education

Mississippi State University
Coursework Completed