JACOB WILSON

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EDUCATION

August 2014-
May 2019

University of Cincinnati, Cincinnati, Ohio. 3.7 GPA
College of Education, Criminal Justice, and Human Services.
Bachelor of Science in Information Technology, Network/Systems Focus

2010-2014

Findlay High School, Findlay, Ohio

PROFESSIONAL EXPERIENCE

Nov 2019 –
Present

Senior Versatilist / Site Reliability Engineer, 84.51° - The Kroger Company
• Enacted an automated deployment pipeline for a series of observability tools to be used by the enterprise. These tools include Promethus, Thanos, Jaeger and others using Ansible to deploy

• Collaborated to create a SRE team to improve reliability, performance and implement SRE ways of working. This includes being on-call, defining SLI/SLOs, assisting with large RCAs for our products, etc.

• Implement and maintain monitoring solutions at the server and application level to increase visibility into day-to-day operations and issues, utilizing Grafana, Prometheus Exporters, Dynatrace and others.

• Provide training for Production Support Teams and other Engineers on SRE best practices and tools, including training, documentation, and one-on-one sessions.

May 2018 –
Nov 2019

Versatilist Engineer, 84.51° - The Kroger Company
• Main liaison between an engineering team and the infrastructure teams to help drive and support the release of the company's main commercial application

• Responsible for helping drive monitoring, alerting, performance improvements, automation and transition of support for the release of the commercial application

• Led the implementation of a new data visualization tool (Grafana Enterprise) and developed real time insights on the commercial application's usage and performance metrics to help make business decisions

• Collaborated with the development and deployment of a new Application Performance Management (APM) tools to enable developers to troubleshoot, develop clean code and to better understand their applications easier to move quicker

May 2016 –
May 2018

Information Technology Co-op, 84.51° - The Kroger Company, Cincinnati Ohio
Database, Network, and Windows Infrastructure Co-op
• Experience with troubleshooting and configuring of Oracle Exadata, Postgres and MongoDB databases
• Contributed to deploying, maintaining and troubleshooting network related equipment within the office and datacenters
• Daily management and troubleshooting issues within a Windows environment using Active Directory, Office 365 and Exchange 2016

LEADERSHIP EXPERIENCE

September
2015 – May
2019

President of Information Technology Student Association at The University of Cincinnati
• Organizes and presides over all ITSA meetings, oversees the Executive Board and Executive Board meetings, oversee all ITSA events in conjunction with the Executive Board

• Oversees and presents all budgets and fees needed to make ITSA a successful club on campus and around the Cincinnati area. Assist with planning and organizing of all events.

TECHNOLOGOY SKILLS

Tooling:
• Grafana, Prometheus, Thanos, Jaeger, Docker, Ansible Tower, Datadog, Fluentd Dynatrace, SonarQube, Pivotal Cloud Foundry

Infrastructure:
• Terraform (IaC)
• Windows Server and RHEL
• General AWS, GCP, and Azure experience

Programing Languages:
• PowerShell, Bash, SQL