

# Jane Wilkin

Principal Cloud Engineer / Staff SRE / Technical Leader

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## TECHNICAL SKILLS

**Cloud & Infrastructure:** AWS (Solutions Architect, Professional certified), Aurora, EC2, Auto Scaling, Route 53, CloudWatch, Infrastructure-as-Code

**Automation & DevOps:** Terraform, Ansible, Packer, Docker, CI/CD pipelines, configuration management

**Languages & Frameworks:** Python, Django, JavaScript, Bash

**Databases:** MySQL, Aurora Global, MongoDB

**Practices:** Site Reliability Engineering, incident response, production systems, API management, system migrations

## COMMUNITY LEADERSHIP

**Co-Captain, Code for Maine** | May 2014 - Oct 2014 Organized Maine Civic Hack Day, bringing technologists, civic leaders, and community members together to solve tangible problems.

**Founder, Maine Hacker Club** | Feb 2012 - Oct 2014 Created a weekly meetup fostering cohesion in Maine's technical community. Grew membership to 40+ technologists spanning from middle school to retiree. After coordinating for 2 years, saw other community members step forward to sustain it.

**President, Hacktivate** | Oct 2013 - May 2014 Co-founded a Maine non-profit connecting makers through after-school programs and weekly hack nights open to all age groups.

## WRITING

**Freelance Writer, ProgrammableWeb** | Mar 2011 - Mar 2013 Nearly 100 articles in 8 months covering web APIs and the companies that produce them. Interviewed technical and business personnel at the executive level.

**Published:** "Driving DevOps Maturity: Implementing a Fully Code-Driven Build System" (LinkedIn, 2026)

## CERTIFICATION

**AWS Certified Solutions Architect, Professional** (earned 2019)

## EDUCATION

**Syracuse University** | Bachelor of Science, Computer Science | 2000 - 2004

## SUMMARY

I build resilient cloud systems, and the collaborative teams that sustain them. Over two decades as a programmer, architect, and technical leader across financial services, publishing, SaaS, and API management, I've translated institutional knowledge into documentation and code, coached engineers through complex team dynamics, and championed the migrations and architectural changes that no one wants to own.

## EXPERIENCE

### Principal Cloud Engineer

**Cloud Software Group** (formerly TIBCO) | Remote | Jan 2023 - Jun 2025

Worked across multiple engineering teams within a 40-60 person SRE organization to implement, extend, and deepen infrastructure-as-code and automation practices for Mashery, an API management platform handling 1B+ API calls/month.

- Drove adoption of configuration management (Puppet, Ansible) and automation (Ansible playbooks, Bash) across teams, raising the standard for code-driven operations organization-wide
- Conducted ongoing cost optimization analysis and implementation, reducing infrastructure spend while maintaining 99.99% SLA commitments
- Published "Driving DevOps Maturity: Implementing a Fully Code-Driven Build System," codifying the practices and approach developed across teams

### Senior Site Reliability Architect

**TIBCO** | Remote | Sep 2021 - Jan 2023

Provided technical leadership for a team of 8-10 engineers on the global remote Production Engineering team for Mashery, TIBCO's API Management platform handling 1B+ API calls/month. Owned system resilience, performance, and cost optimization across the distributed cloud infrastructure.

- Led the team through a shift toward fully code-driven processes, championing configuration management and automation best practices across the organization
- Translated institutional knowledge into code commits and documentation, enabling the team to operate more independently and reduce incident response times
- Mentored engineers on both technical skills and navigating complex team dynamics, building a culture of professionalism and shared ownership

### Site Reliability Architect

**TIBCO** | Remote | Sep 2019 - Sep 2021

Identified and championed a critical infrastructure migration for Mashery (1B+ API calls/month): moving the primary database from self-managed MySQL 5.4 on EC2 to Aurora Global.

- Built the case for the migration, designed the procedure, and executed it with minimal downtime against a 99.99% SLA, reducing incident rates and improving platform performance
- The approach proved so reliable that it was repeated successfully three more times over subsequent years for version upgrades, each time without incident
- Designed reliability frameworks across the platform and drove automation initiatives that measurably improved incident response
- Organized cross-team workshops across the 40-60 person operations group to build shared understanding of systems

### Senior Production Engineer

**TIBCO** | Remote | Sep 2017 - Sep 2019

Joined the Mashery Production Engineering team (8-10 engineers) and quickly developed deep expertise across the full platform stack, from the API gateway layer to the underlying data infrastructure serving 1B+ API calls/month.

### Lead Developer

**Bangor Daily News** | Bangor, Maine | Dec 2015 - Sep 2017

Took full responsibility for planning and executing a migration from a legacy platform service provider to Amazon Web Services.

### Developer

**Bangor Daily News** | Bangor, Maine | Oct 2014 - Dec 2015

Joined a small team and quickly contributed at multiple levels: designing and releasing web features, operating the WordPress multi-site installation, and advising on workflows across departments.

### Developer Evangelist

**Parsely, Inc.** | Remote (Monroe, Maine) | Oct 2013 - Aug 2014

Developed a new support workflow ensuring customers received accurate and responsive service. Built close working relationships with technical teams at client organizations to define requirements for new features.

### Systems Specialist / Team Lead

**Fidessa** | Remote & Somerset, NJ | Oct 2005 - Oct 2013

Eight years building deep expertise in real-time, database-driven trading systems. Progressed from implementing trading systems for Fidessa's largest hosted accounts to leading a team, resolving production issues, and mentoring new hires.