

JASON GRIMES

SITE RELIABILITY ENGINEERING + TECHNICAL PROGRAM MANAGER

CONTACT

Phone

206.948.2113

Email

jason.grimes@gmail.com

Social

[linkedin.com/in/jasongrimes](https://www.linkedin.com/in/jasongrimes)

twitter.com/jasongrimes

github.com/jasongrimesdotcom

EXPERTISE

Leadership

- Cross-organizational initiatives
- Strategic planning
- Business operations and processes
- Vendor management
- Team management: recruiting, hiring, retention, career development

Technical

- Agile methodology
- DevOps
- Site Reliability Engineering
- Microservices
- SaaS, PaaS, IaaS
- Application Performance Management (New Relic + Elastic Toolsets)
- Automation Product Owner (Python/Go/Transact SQL)
- ChatOps (PagerDuty, Slack, Monitoring)
- Continuous Delivery
- Synthetic Monitoring
- Engineering Excellence
- Containers
- Learning Kubernetes

EDUCATION

WASHINGTON STATE UNIVERSITY

B.A., Management Information Systems

PROFILE

Seasoned player and coach as a Manager of Site Reliability Engineering with experience running global SRE and DevOps for a \$1B global operations at SAP Concur. Results and metrics-driven individual with deep experience in Software as a Service and Agile Program Management with a passion for coaching, automation and more than 15 years managing production environments from some of the world's leading companies.

High energy generation-xer who spent almost 15 years in the industry before I knew what my gift was, Technical Operations. This new movement of SRE + DevOps speaks to my core of radical cultural change that companies like Concur (where I'm at) need as they transition from an unruly monolith to true microservices and complete ownership of a production service.

Rallies team around vision to build a world-class operation with best in class technologies, forward-thinking approaches and relentless execution. Coaches and develops talent—empowering them to realize their full potential.

Strategic planner, entrepreneurial-minded and creative problem-solver who thrives in collaborative, fast-paced environments.

EXPERIENCE

CONCUR | Bellevue, WA

Manager, Site Reliability Engineering | 2016 – present

- Lead Site Reliability Engineering and Application Performance Management team in U.S. and Prague; hire, manage and develop millennial talent
- Analyze business processes and systems; determine what to automate for scaling growth; design plan and manage development and deployment of tools; leverage New Relic DevOps toolset
- Evangelize tools to developers throughout the company globally—generating utilization and streamlined processes

MICROSOFT (consulting) | SEATTLE, WA

Technical Release Manager | 2015 – 2016

- Lead team member of the Microsoft MTE Development team across the globe in all product planning and milestone management for an API solution hosted in Azure Data Lake; ensured regions were running latest software versions on secure platform
- Reviewed all major software and security releases; managed all priority and severity 1 issues, resulting in more than 99.9% application availability
- Owned the agile backlog and created the user stories; worked with developers on defining project specs, tasks and milestones to ensure on-time delivery

RIVAL SECURITY | SEATTLE, WA

VP, Operations | 2014 – 2015

- Partner in a boutique security software and services firm delivering a new SaaS product and services for banks and credit unions
- Created Vendor Intelligence, a custom Python application built on Amazon AWS, enabling banks and credit unions to easily report if vendors are in good standing; reports included company details, reputation, engagement, financial stability and cybersecurity grade

JASON GRIMES

MICROSOFT (consulting) | Redmond, WA

Senior Program Manager | 2013 – 2014

- Launched Visual Studio 2013 on MicrosoftStore.com in 40 countries around the world with a customized set of offerings and language for each locale simultaneously; managed large content teams to get products into Oracle-based system
- Designed and completed pilot of Windows phone app for the Microsoft Store Operations team enabling them to easily open Help Desk tickets

EXPEDIA (consulting) | Bellevue, WA

Senior Release Manager | 2013

- Led initiative to move the Financial Information System team's deliverables from a waterfall development and methodology to an Agile approach
- Created a service desk and catalog with a comprehensive list of the team's services, committed service levels and escalation paths; managed Siebel and Oracle database teams

RESCUETIME | Seattle, WA

VP, Product Marketing | 2011 – 2012

- Successfully shipped 4 products in different verticals on AWS platform and first mobile app on Android for this Y Combinator-funded startup with 400k+ B2B and B2C customers
- Evangelized product and technologies that drove productivity through automation; served as industry expert and fielded inquiries from media, including WSJ and industry leaders such as Valve and Lifehacker

APEX LEARNING | Seattle, WA

Director, Technical Operations & IT | 2008 – 2011

- Deployed geo-load balancing and setup redundant data center; developed data center disaster recovery plan and protocols
- Managed Operations & IT team responsible for day-to-day operations and IT support
- Upgraded development sandbox and QA environments and streamlined processes, resulting in faster deployments

JOBSTER | Seattle, WA

Director, Technical Operations | 2004 – 2008

- Managed full buildout of three data centers, including a state-of-the-art NOC center in AT&T's Lynnwood facility
- Led relocation from 12,000 sq ft to 29,000 sq ft office: negotiated leasing contract; managed construction, interior design and move; purchased furniture; installed hardware and software
- Built a platform for corporate career sites and social-sharing product that created a new revenue channel
- Ran Operations and IT departments; developed talent and built high-performing teams

Microsoft (consulting) | Seattle, WA

Senior Program Manager | 2004

- Automated disparate, manual processes to scale growth—reduced daily build of Windows OS from 12-14 hours to under 6 hours and implemented globally

APEX LEARNING | Seattle, WA

Director, Software Test & Technical Operations / Manager | 2000 – 2004

- Managed Operations, QA and IT teams for Paul Allen-funded online learning company; hired, managed and developed talent
- Supported implementation, including QA testing of first four learning management systems
- Led integration team for 4 acquisitions; sunsetted their technologies, streamlined processes and restructured departments

MICROSOFT | Redmond, WA

Technical Account Manager | 1998 – 2000

- Delivered and managed technical services to Fortune 500 companies, including Amazon and Intel; trained as Microsoft Certified Systems Engineer