

JASON GRIMES

SITE RELIABILITY ENGINEERING MANAGER

CONTACT

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EXPERTISE

Leadership

- Enterprise Digital Transformations
- Operational Excellence
- Operational Quality
- Team Builder and Recruiter
- Growth Mindset
- Believer in Empathy
- Team Culture

Technical

- Agile Certified Scrum Master
- Agile Certified Product Owner
- CAPA Facilitator and Leader
- Change Management
- Experienced JIRA expert
- ChatOps (PagerDuty, Slack, New Relic Monitoring)
- Microservices/Rest API
- SaaS, PaaS, IaaS
- Application Performance Management Tools (New Relic + Elastic Toolsets)
- Automation Product Owner
- Continuous Delivery
- Synthetic Monitoring

Community Organizations

- Seattle DevOps Meetup, Organizer
- DevOpsDays Seattle, Organizer
- Eastside CoffeeOps, Co-Leader
- Seattle CoffeeOps, Member

EDUCATION

WASHINGTON STATE UNIVERSITY

B.A., Management Information Systems

PROFILE

Jason is a seasoned player and coach as a Manager of Site Reliability Engineering with experience running global operations—Oracle Cloud and SAP Concur. Jason is a results and metrics-driven individual with deep experience in Software as a Service (SaaS) and Agile Program and Product Management with a passion for coaching, automation and more than 18 years managing large scale production production environments. He has worked in Operations for some of the world's leading companies, Oracle, SAP Concur, Microsoft. I'm assertive, empathetic, leader who is looking for my next role in Site Reliability Engineering.

Jason is passionate about DevOps and empowering team members to help them achieve new heights by creating a safe space for teams to learn, ask questions and become experts through runbooks, mentoring, practice, teamwork and the acceptance of peer review and feedback. He rallies teams around a shared vision to build a world-class operational culture and environment focusing on maintaining our Service Level Objectives (SLO) with the best in class technologies, operational excellence and relentless execution.

During Jason's first two years at Oracle Cloud, he was responsible for leading large enterprises' (internal teams) transitions from an unruly on-premise data on a retiring cloud product (Oracle Classic) and move their operations to Oracle Cloud and enable complete ownership of a production service.

In his current role, he serves the O2C2 team (Oracle's Operations Center) as a Sr. Technical Program Manager who is codifying and the Major Incident Response for all of Oracle Cloud and Oracle Classic.

EXPERIENCE

ORACLE CLOUD INFRASTRUCTURE | Seattle, WA

Senior Technical Program Manager, Engineering Operations OCI | 2018 – present

- Created and managed the cloud operations onboarding process for more than 100 SaaS and PaaS teams moving to Oracle Cloud Infrastructure during the first 6 months of employment
- Developed an Operational Bar for new teams onboarding onto OCI to ensure they met a minimum technical standard—PagerDuty, Telemetry, JIRA SD for workflow, Slack, Grafana
- Established a culture of engineering, observability and operational excellence while serving as the example team to the rest of the OCI cloud; growth-mindset and always learning
- Member of the tiger team that created and deployed an Operational Scorecard for each service team across all of OCI; providing a set of KPIs to measure Operational excellence
- Codified the Major Incident Response, reducing likelihood of human error throughout the incident response lifecycle; included automating, Slack, Zoom and Atlassian API calls to remove the administrative of managing incident response

SAP CONCUR | Bellevue, WA

Manager, Site Reliability Engineering | 2016 – 2018

- Led the Site Reliability Engineering and Application Performance Management teams in the U.S. and Prague, Czech Republic; responsible for the 24x7x365 operations as well as hire, manage and develop talent
- Evangelize and leverage New Relic DevOps toolsets—to gain visibility into your data from APM, Browser, Mobile, Infrastructure and Synthetics for deeper analysis, segmentation within Insights
- Created and deployed a new foundational service within SAP Concur known as "Batteries Included"; meaning that every team that onboards to SAP Concur Cloud must have instrumentation and monitoring installed automatically when they create a new instance

MICROSOFT (consulting) | SEATTLE, WA

Technical Release Manager | 2015 – 2016

- Lead SME performing product planning and milestone management for an API solution hosted in Windows Azure's internal data lake; ensuring regions were always running the latest software versions on a secure platform
- Reviewed all major software and security releases; managed all priority and severity 1 issues, resulting in more than 99.9% application availability

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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

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 an Oracle-based Content Management System (CMS)
- Designed and completed pilot of Windows phone app for the Microsoft Store Operations team enabling them to easily open HelpDesk tickets

EXPEDIA (consulting) | Bellevue, WA

Senior Release Manager | 2013

- Led initiative to move the Oracle Financial Information System team's deliverables from a waterfall development and methodology to an Agile approach sprint development
- 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

- Built, tested and deployed a redundant data center in Atlanta, GA for our online learning environment
- Managed Operations & IT team responsible for day-to-day production operations and IT support (email, backup, Sharepoint, Confluence)
- Implemented a robust development Sandbox and Testing environments, with daily builds and a series of scripts that would setup and tear down our environments as needed by developers

JOBSTER | Seattle, WA

Director, Technical Operations | 2004 – 2008

- Created 2 US data centers, Seattle and Lynwood; including a state-of-the-art NOC center in AT&T's Lynnwood facility
- Led corporate relocation from 12,000 sq ft to 29,000 sq ft office: partnered with a tenant firm to negotiate leasing contract; managed construction, interior design and move
- Managed the Operations and IT departments; early adopter of VMWare to reduce bare metal expenditures

APEX LEARNING | Seattle, WA

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

- Managed Operations, Quality Assurance Testing and IT teams for Paul Allen-funded online learning company; hired, managed and developed talent
- Supported implementation, including QA testing of first four LMS (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