

JASON GRIMES

SITE RELIABILITY ENGINEERING MANAGER/ TECHNICAL PROGRAM MANAGER

CONTACT

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EXPERTISE

Leadership

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

Technical

- Agile Certified Scrum Master
 - Agile Certified Product Owner
 - DevOps Leader
 - SaaS, PaaS, IaaS
 - Monitoring & Observability
 - ChatOps (PagerDuty, Slack, Github, New Relic, Elastic)
 - APM Tools (New Relic, Elastic Toolsets)
 - Synthetic Monitoring
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COMMUNITY

Seattle DevOps Monthly Meetup
Eastside CoffeeOps Meetup
Annual DevOps + SRE BBQ Event

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 at scale. Results and metrics-driven individual with deep experience in distributed systems and agile program management with a passion for coaching and automation. More than 15 years managing production environments for some of the world's leading companies—Oracle, SAP Concur, and Microsoft.

Rallies team around the vision to build a world-class operations team with best in class technologies, forward-thinking approaches and relentless execution. Coaches and develops talent—empowering colleagues to realize their full potential. Strategic planner, entrepreneurial-minded and creative problem-solver who thrives in collaborative, fast-paced environments.

Currently working with product leaders and engineers from all parts of the globe helping their teams' transition to Oracle Cloud Infrastructure (OCI).

EXPERIENCE

ORACLE CLOUD INFRASTRUCTURE | Seattle, WA

Senior Technical Program Manager, Operations Quality | 2018 – present

- Created and managed the operational readiness process for SaaS and PaaS teams moving to Oracle Cloud Infrastructure (IaaS); having migrated > 100 teams in the first 9 months
- Implemented the minimum technical operations standard for PaaS and SaaS service teams moving onto the OCI cloud—PagerDuty, JIRA SD, Slack, Grafana, and business KPIs
- Building a culture of engineering, observability and operational excellence while serving as an example team to the rest of the OCI cloud
- Designed and executed a PagerDuty automation strategy that involved PagerDuty's API paired with OCI that allowed us to bulk upload team from csv files

SAP CONCUR | Bellevue, WA

Manager, Site Reliability Engineering | 2016 – 2018

- Led Site Reliability Engineering and Application Performance Management team in U.S. and Prague; hire, manage and develop talent
- Planned, designed and built a "Batteries included" project that involved python and a Rest API service, enabling teams to automatically have the most current monitoring software agents, standardized metrics and monitoring upon instantiating a new instance
- Evangelized and leveraged New Relic DevOps toolsets to gain visibility into data from APM, Browser, Mobile, Infrastructure and Synthetics and Insights

MICROSOFT (consulting) | SEATTLE, WA

Technical Release Manager | 2015 – 2016

- Lead team member responsible for the business continuity and operational quality of an Azure hosted cloud-solution for manufacturing and testing of Microsoft hardware products: Microsoft Surface, HoloLens, Windows Phone

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 perform immediate background checks on critical vendors to ensure financial compliance

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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; partnered with large content teams to get products into Oracle-based system
- Designed and completed pilot of Windows phone application for the Microsoft Store Operations team enabling them to easily open Help Desk tickets on mobile device

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 available services, their committed service levels and escalation paths for both the Oracle and Siebel database teams

RESCUETIME | Seattle, WA

VP, Product Marketing | 2011 – 2012

- Successfully shipped 4 products (1 Consumer, 3 Business) on AWS and first RescueTime mobile app on Android for this Y Combinator-funded startup with 400,000 users
- 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 redundant data center in ATL and tested disaster recovery plan and protocols
- Managed Operations & IT team responsible for day-to-day operations and IT support
- Upgraded development testing and quality assurance environments to create faster deployments

JOBSTER | Seattle, WA

Director, Technical Operations | 2004 – 2008

- Managed the buildout of three data centers, 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: negotiated lease; managed construction, interior design and move; purchased furniture; installed upgraded security badge system
- 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

APEX LEARNING | Seattle, WA

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

- Managed Operations, Quality Assurance 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 100 companies, including Amazon and Intel; trained as Microsoft Certified Systems Engineer