

JASON GRIMES

SITE RELIABILITY ENGINEERING MANAGER

CONTACT

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EXPERTISE

Leadership

- Enterprise Transitions to DevOps
- 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
- Application Performance Management (New Relic + Elastic)
- Elk stack—Elastic, Logstash, Kibana/Grafana
- Synthetic Monitoring
- PagerDuty Administrator
- JIRA expert
- Git/GitHub/Gitlab
- CI/CD Tooling
- ChatOps

Community Organizations

- Seattle DevOps Meetup, Organizer
- DevOpsDays Seattle, Organizer
- Eastside CoffeeOps, Co-Leader
- Seattle CoffeeOps, Member
- Carl Sandburg Elementary, Volunteer

EDUCATION

WASHINGTON STATE UNIVERSITY

B.A., Management Information Systems
Minor Computer Science and Mathematics

PROFILE

Seasoned player and coach as a Manager of Site Reliability Engineering with experience running global operations—Oracle Cloud and SAP Concur. 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 of experience managing large scale production environments. Working in Operations for some of the world's leading companies, Oracle, SAP Concur and Microsoft. Assertive, empathetic leader who is looking for a leadership role in Site Reliability Engineering.

Passionate about DevOps and empowering team members to help themselves 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. Rallies teams around a shared vision to build a world-class operational culture and environment focusing on maintaining Service Level Objectives (SLO) with best-in-class technologies, operational excellence, and relentless execution.

EXPERIENCE

ORACLE CLOUD INFRASTRUCTURE | Seattle, WA

Senior Technical Program Manager, Engineering Operations | 2018 – present

- Establishing a culture of engineering, observability and operational excellence while serving as the example team to the rest of the OCI; DevOps minded, growth-mindset and always learning
- Codifying Major Incident Response by automating Slack, Zoom, PagerDuty and Atlassian API calls to remove the opportunity for human error when managing major incidents
- Member of the Tiger team that created and deployed Operational Scorecards for each service team across all of OCI (more than 100 service teams); providing a set of standard KPIs to measure Operational excellence across the entire organization (MTTR, MTTA, Service Availability, Edge/edge time for each transaction)
- Served as the SPOC for leading large enterprises' (internal teams) transitions from an on-premise solution and move their operations to Oracle's Gen 2 Cloud and enable their complete service ownership
- Created an operational bar for new SaaS and PaaS teams onboarding onto OCI to ensure they met a minimum technical standard with respect to PagerDuty, Telemetry, JIRA Workflow, Slack, Grafana, SLOs, KPIs
- Defined 4 levels of operational readiness requirements for teams to progress through as they mature: Level 1 – Engagement and Discovery, Level 2 – Development and Test, Level 3 – Internal Availability, Level 4 - Production

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
- Drove the infrastructure and observability platform for SAP Concur defining the vision, cloud strategy, roadmap, and guardrails for all of global operations to adopt
- Developed a Cloud Services Maturity Model that measured service teams and their performance against their stated SLOs
- Created a Service Desk for the distributed SRE tools team with the following toolsets—New Relic Application Performance Monitoring, Browser (RUM), Mobile, Infrastructure, Insights, Synthetics, ElasticSearch, Elastic Beats, Kibana, ExtraHop, Splunk, PagerDuty
- Created a downsampling metrics strategy for New Relic insights older than 30 days to be aggregated and averaged in an effort to reduce the long-term infrastructure costs; hosted in an ELK stack solution—ElasticSearch, Logstash and Kibana
- Created and deployed a new foundational service within SAP Concur known as “Batteries Included;” meaning each team onboarding to the SAP Concur Cloud will automatically have instrumentation and monitoring installed when they create the instance (APM Agents, ApexDex Scores, disk, memory and CPU monitoring)
- Developed and launched Concur Open, <https://open.concur.com> to provide our SAP Concur customers and field staff with best-in-class support around communication of service status, operations, and technology

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MICROSOFT (consulting) | SEATTLE, WA

Technical Release Manager | 2015 – 2016

- Lead SME performing product planning and milestone management for a service's API solution hosted in Microsoft Azure; ensuring regions were always running the most current code
- Reviewed all major software and security releases; managed all priority and severity 1 issues, resulting in more than 99.9% application availability

RIVIAL 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)

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 Lynnwood; 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