**EDUCATION**

**WASHINGTON STATE UNIVERSITY**

B.A., Management Information Systems

Seattle DevOps Monthly Meetup

Eastside CoffeeOps Meetup

Annual DevOps + SRE BBQ Event

**COMMUNITY**

**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 automagically 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

**EXPERIENCE**

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).

**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

**Social**

linkedin.com/in/jasongrimes

twitter.com/jasongrimes

github.com/jasongrimesdotcom

**EXPERTISE**

**PROFILE**

**Phone**

206.948.2113

**Phone**

206.948.2113

**Email**[jason.grimes@gmail.com](mailto:jason.grimes@gmail.com)

SITE RELIABILTY ENGINEERING MANAGER/ TECHNICAL PROGRAM MANAGER

**CONTACT**

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; 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

JASON GRIMES