

Jaremy A. Hatler

SITE RELIABILITY ENGINEER · US CITIZEN · ELIGIBLE FOR SECURITY CLEARANCE

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"You cannot manage what you cannot measure." — W. Edwards Deming

Summary

Proactive Site Reliability Engineer with a proven track record in automating critical infrastructure, leading high-pressure/large-scale incident response, and ensuring system resilience. Specializes in designing scalable, self-service platforms that streamline workflows and integrate cutting-edge shift-left security and monitoring practices.

Experience

Enacted Services

Akron, OH

FOUNDER & CONSULTANT

Jul. 2024 — Present

- **Bootstrapped a hardened, self-hosting Linux distro** (Gentoo/systemd-based) anchored in cryptographic boot measurements, transparent multi-factor encryption, and immutability, **balancing the mitigation of Advanced Persistent Threats (APTs) with developer ease-of-use**.
- **Developed scripts and documentation to deploy YubiKeys across developer workflows** (FIDO2, PIV, OpenPGP), securing day-to-day cryptographic operations (STRIDE threat model), **improving developer identity assurance and reducing toil**.
- **Evaluated agentic AI, vector database, GPU virtualization (MLOps), and BaaS solutions** (e.g., LangChain, Weaviate, Firebase) for a client's early product ideation, orchestrating PoCs that **clarified technology choices within a broader architectural strategy** focused on security, reliability, performance, and future scalability.
- **Engineered a turnkey internal development platform (IDP)** using AWS Amplify, CloudWatch/X-Ray, Terraform, and GitHub Actions (GitOps), **bootstrapping observability** and instituting core security principles (least privilege, secure-by-default, etc.) in the infrastructure with a **shift-left AppSec approach** (SAST, DAST, CSPM), **effectively limiting technical debt and risk from project inception**.

Ezurio, Inc. (Formerly Laird Connectivity, Inc.)

Akron, OH

DEVOPS ENGINEER III (ENGINEERING — LEAD)

Jan. 2023 — Jul. 2024

- **Oversaw and collaborated with a transformation partner** to assess DevOps maturity and **map value streams** across the engineering organization, delivering a roadmap that launched a company-wide **DevOps Modernization initiative and Agile transformation**.
- **Architected and implemented an Internal Development Platform (IDP)** with Spacelift, Ansible, Terraform, Docker, Devcontainers, Packer, and GitHub Actions, incorporating **shift-left security** features (SCA, CSPM, SAST, DAST, policy-as-code), **GitOps** release management, and real-time cost monitoring while ensuring **SLSA level 3** artifact provenance for end-to-end software supply chain integrity. **GitHub Project:** jhatler/janus
- **Migrated all on-prem DevOps systems, data, and pipelines to AWS** through leveraging the IDP, retiring risky on-prem infrastructure, **saving \$21,000/year** in infrastructure costs, **reducing DevOps workload by 50%**, and enhancing system resilience; **effectively reducing high-severity, reactive issue resolution** in favor of a more deliberate, error-budget-aware approach.
- **Facilitated agile coaching** across engineering and PMO, fostering an iterative Plan-Do-Check-Act (PDCA) approach, cultivating an Agile Community of Practice, and aligning enterprise teams around new tools and processes to **ensure scaling of DevOps principles and responsiveness to evolving team needs** throughout the transformation.
- **Onboarded and mentored a new DevOps Engineer** to gain deep knowledge of our diverse ecosystem and become the primary DevOps SME for the organization, **ensuring continuity of expertise within 18 months**.

Laird Connectivity, Inc.

Akron, OH

DEVOPS ENGINEER III (IT)

Jul. 2019 — Jan. 2023

- **Orchestrated a comprehensive domain migration** for all DevOps systems, developing a suite of custom tools for data analysis, staging/UAT setup, migration, validation, and rollback to ensure every reference (documentation, 1500+ Git repos, code reviews, issues) was transparently updated and referential integrity was maintained **without impacting any release cadence during corporate spin-off** (exceeding SLOs).
- **Established a 200-core, 1.5TB RAM bare-metal cluster** with Rancher (Kubernetes), Harvester, Datadog, Docker, and iPXE to which all high-impact CI/CD workloads were migrated, **minimizing performance contention and decreasing lead time for changes** through increased parallelism to align with multi-year strategic goals.
- **Centralized governance of 12+ AWS accounts** via Control Tower and Organizations, aligning enterprise teams during the normalization of environments and roll out of Guardrails, Microsoft Entra ID SSO, and role based access controls (RBAC), ultimately **providing a single-pane-of-glass for resources, compliance, and cost management**.
- **Organized and directed a 12-hour DevOps Modernization Workshop** that brought together product managers, executives, and technical leads to align on topics synthesized from the DevOps Research and Assessment (**DORA**) framework, The Open Group Architecture Framework (**TOGAF**), The Open Group Service Integration Maturity Model (**OSIMM**), the Digital Practitioner Body of Knowledge (**DPBoK**), and DevSecOps research from Carnegie Mellon University Software Engineering Institute (**CMU-SEI**), successfully **culminating in executive buy-in** to onboard a specialized transformation partner **for ambitious development platform upgrades to accelerate time-to-market**.
- **Organized and moderated a DevSecOps roundtable** with approx. 50 total participants (10 speakers, 40 attendees), aligning strategic research from the US Department of Defense (**DoD**), National Institute of Standards and Technology (**NIST**), Center for Internet Security (**CIS**), and **CMU-SEI** with the organization's high-regulation environment and ISO 9001 requirements, **reinforcing shared ownership of quality and security awareness during a period of rapid change**.

Laird Connectivity, Inc. (Laird PLC Spin-off)

Akron, OH

DEVOPS ENGINEER II (IT)

Apr. 2018 — Jul. 2019

- **Oversaw an in-house migration** of digital marketing systems to AWS, performing a comprehensive architectural/security review of the existing vendor solution, **orchestrating the migration without downtime**, successfully integrating Dynatrace for observability, **improving site reliability under high-traffic conditions**, and **accelerating time-to-market for new campaigns**.
- **Developed custom tools to convert 300+ PlasticSCM repositories to Git**, preserving full history/metadata, **saving \$5k/year** on licensing, and enabling the professional services team to integrate into the central DevOps platform.
- **Authored and delivered an on-site Git training curriculum for 30+ engineers**, enhancing collaboration with the wider engineering organization and **motivating usage of shared automation**.
- **Owned the DevOps platform during two business-unit divestitures**, leveraging Infrastructure as Code to create parallel systems **without additional capex** and implementing Jira Service Desk to support ITSM within the organization, **exceeding SLOs with zero support tickets** under Transition Service Agreements.

Laird PLC

Akron, OH

DEVOPS ENGINEER I (IT)

May. 2016 — Apr. 2018

- **Transformed an undocumented legacy DevOps ecosystem** into a centralized platform (Jenkins, GitLab, Bugzilla, JFrog Artifactory, MediaWiki) by documenting workflows, creating job aids, tightening integrations, and executing a **zero-downtime P2V migration**.
- **Expanded DevOps systems to support 100+ newly acquired staff**, migrating data from Jira, SVN, and Redmine into Bugzilla, GitLab, and other platform tools and **coaching teams to adopt standardized processes**.
- **Engineered containerized DevOps environments** (Docker, Packer, Terraform, Rancher) to **support M&A activities and ensure business continuity**, achieving rapid recovery during a hyperconverged infrastructure failure with no data loss or missed deadlines.
- **Engineered cached Android BSP pipelines** (Docker, BTRFS, Jenkins) following extensive analysis of the Android build system and load testing of available infrastructure, successfully **cutting build times by 80% and reducing storage consumption by 40%** while preserving artifact integrity.

My1HR, Inc.

Akron, OH

AWS SYSTEMS ADMINISTRATOR

Mar. 2013 — Feb. 2016

- **Architected and scaled a secure, multi-tier AWS infrastructure** (EC2, RDS, ELB, S3, CloudFront) with **layered security controls** (IDP, DLP, SIEM) and **tightly integrated observability tools** (ELK, MySQL NDB Cluster Manager, NewRelic, Zabbix, Nagios) that powered a high-traffic, multi-tenant, HIPAA/HITECH/PCI-DSS compliant SaaS product which helped over **1M+ families annually** to enroll in healthcare plans — **exceeding SLAs by maintaining five-nines availability during peak seasonal traffic**.
- **Diagnosed and resolved critical MySQL NDB Cluster CGE crashes** (SEGFAULTS) by analyzing core dumps to pinpoint a memory page alignment bug and working with Oracle to deploy a patch within one week, **maintaining all SLOs and SLAs during the process**.
- **Streamlined infrastructure management** by migrating from Chef/RightScale to CloudFormation/Puppet, improving autoscaling agility by 40% and **saving \$50k/year**.
- **Led incident response planning and runbook creation**, ensuring swift detection, root cause analysis, and mitigation of high-impact regulatory compliance incidents around **HIPAA/HITECH/PCI-DSS**.

Skills

	Digital Forensics & Incident Response, Root Cause Analysis & Incident Triage, Systems Thinking and Complex Systems Analysis, Process Optimization and Automation, Agile Methodologies & Iterative Development, Business Continuity & Disaster Recovery Planning (BCP/DRP), Vulnerability & Risk Assessments, Zero-Trust & Security-First Architecture, Software Supply Chain Security, Threat Modeling, Cloud Security Posture Management, Creative Problem Solving
Core	
Observability	Prometheus, Grafana, ELK Stack, Datadog, Dynatrace, Nagios, Icinga, Zabbix
Infrastructure	Kubernetes, etcd, HashiCorp Vault, Rancher, Spacelift, Crossplane, Keycloak, KVM/QEMU, Proxmox, VMware vSphere, Xen, Hyper-V, Ceph/Rook, Longhorn, Dell EMC, NetApp, GlusterFS, MetalLB, Harbor, Portus
DevOps	Docker, Terraform, GitHub Actions, GitLab CI/CD, Jenkins, Ansible, Helm, Packer, Vagrant, Puppet, Chef, Devcontainers
AWS	CloudWatch, CloudFormation, CloudTrail, Config, VPC, EC2, S3, IAM, ECS/EKS/ECR/Fargate, Lambda, Systems Manager, Secrets Manager, RDS/Aurora, DynamoDB, Route 53, CloudFront, KMS, SNS/SQS, X-Ray, ElastiCache, API Gateway, Control Tower/Organizations, Cognito, AppConfig, Amplify, EFS, SES
GCP	Kubernetes Engine (GKE), Compute Engine, VPC, Cloud Storage, Cloud Run, Cloud Functions, Cloud Pub/Sub, IAM, Secret Manager, API Gateway, Cloud APIs, App Engine, Identity Platform, Shielded VMs
Languages	Python, Shell, Bash, Go, Groovy, Ruby, Make, SQL, JS/TypeScript, Cucumber, C/C++, C#, Perl, PHP, x86 Assembly, Lisp, Pascal, LaTeX
Stack	Nginx, Apache, HAProxy, PostgreSQL, MySQL, Redis, Microsoft SQL Server, HTML, CSS, JavaScript, Vue.js, Svelte, Appwrite, Weaviate

Education

The University of Akron — Honors College

Akron, Ohio

COURSEWORK TOWARDS: B.S. ELECTRICAL ENGINEERING, B.S. COMPUTER SCIENCE; LEFT FOR CAREER OPPORTUNITIES

2011 — 2015

- President's List (4.0 GPA) — 5 semesters

Kenmore High School

Akron, Ohio

HONORS DIPLOMA

2013

MARCH 15, 2025

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