

Jaime Grullon

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Work Experience - 13 years

Harvard University, Cambridge, MA

September 2024 – Present

Senior Research Computing Systems Software Engineer

AWS | Terraform | Grafana | Python | GitLab | Linux | Puppet

- Leading migration from multiple on-premises data centers to a hybrid approach on AWS
- Created entire AWS environment implementing infrastructure as code using Terraform
- Instituted event driven architecture in AWS automating many day-to-day manual tasks
- Reduced Puppet agent runtimes by 40% by architecting them in AWS
- Reduced downtime for monthly maintenance by over 30% by moving Puppet and Atlantis to AWS, allowing runs to continue once servers were back online and avoiding stampeding herd
- Migrated OpenOnDemand platform to AWS improving performance for end users, availability and resilience for OOD developers
- Building out monitoring and observability platform for both AWS and on-prem sources in Grafana
- Reduced toil for team members using Python scripts when provisioning hardware infrastructure

Experient Group, Business Tech Consulting Firm, Chamblee, GA

August 2015 – September 2024

Operational Excellence Manager, Client: Chick-fil-A, CDNA

Nov 2023 – September 2024

AWS | Java | Datadog | Ping | OpsGenie | Terraform

- Led the Operational Excellence (OpEx) team of five, within the Customer DNA team at Chick-fil-A of ten, fostering a culture of reliability based on high standards while coaching and mentoring four reports in their career goals and aspirations, providing feedback on their own performance and trajectory
- Implemented and enforced best practices in data engineering, DevOps, and cloud infrastructure to maintain operational excellence
- Lessened total number of triggered monitors and mean time to recovery across our application, including bringing P1s down to 27 minutes, by diagramming workflows and basing SLOs and error budgets off the most relevant and important endpoints
- Reduced toil for my engineers through enhanced API functionality, allowing us to take care of support requests quickly by running a simple call in Postman
- Slashed AWS costs for some services by as much as 90% by auditing resources using cost allocation tags to determine what was necessary to the business
- Defined and managed SLAs for all data and processes in production
- Managed build of event-driven data systems for streaming data to RDS and Redshift
- Defined roles and responsibilities for the team, including interviewing candidates for DevOps and SRE roles

DevOps Manager, Client: Chick-fil-A, CDNA

Oct 2021 – Nov 2023

AWS | Python | Java | GitHub Actions | Datadog | Ping | Grafana | Wiz | Terraform | PostgreSQL

- Led team of four DevOps engineers to improve the scaling and infrastructure as code of the CDNA resources and applications
- Improved our deployment time and scalability by building out CICD pipelines in GitHub Actions for Dev, QA, and Prod for User Profile API
- Decreased time to alert on issues in the user profile infrastructure related to the database, Ping directories, or EKS by using Grafana and Datadog to monitor

- Diminished number of Critical Wiz vulnerabilities by 100% and High by 85% over a two-month span by improving our IaC and implementing stronger and more secure DevOps practices
- Fortified our Kubernetes infrastructure during CodeMoo, reducing the stress on our login API, by scaling and upgrading our pod setup
- Played a critical role in responding to cybersecurity incident in Jan 2023, writing Python scripts to help identify users with hijacked accounts

Senior DevOps Engineer, Client: Chick-fil-A, CDNA

Apr 2018 – Oct 2021

AWS | Java | PostgreSQL | MySQL | Jenkins | Kubernetes |

- Managed team of three developers to ensure the stability of the AWS environment as well as the user profile API
- Owned and managed the Postgres RDS database in AWS which held all customer, transaction, survey, and email data for digital ordering
- Empowered analytics teams by building 100+ ETL pipelines for all customer and transaction data from DynamoDB to RDS, giving them an easy way to query the data for their applications
- Delivered higher throughput and availability by leading database migration from Postgres RDS to Aurora Postgres
- Drastically improved the deployment lifecycle by creating Jenkins pipelines, generating CloudFormation templates for APIs and routers, and setting alerts and dashboards in CloudWatch
- Improved incident response by creating on-call team and protocols for responding to issues

GSIS Real Time Entry Operator National Football League

Atlanta, GA July 2019-Jun 2021

Stats | Play-by-Play | Accuracy | Top 10 Performer

Player Participation Analyst National Football League

Atlanta, GA Aug 2016-June 2019

Analysis | Reporting | Compliance | Attention to Detail

Web Content Capability Manager Client: Coca-Cola

Jan 2017-Dec 2017

WordPress | Adobe Experience Manager (AEM)

Web Developer Client: Chick-fil-A

Aug 2015-Dec 2016

C# | JavaScript | MySQL

Associate Software Engineer Accenture

Atlanta, GA, Jan 2015-Aug 2015

Java | PostgreSQL

Education

BS, Management Information Systems, University of South Florida

Aug 2008 - May 2012

Certifications & Awards

AWS Certified Developer – Associate TSVTVH720M4Q1DCG, 9/22/26

AWS Certified SysOps Administrator – Associate 49a4dde14a1c4fccae4c715882c9a715, 4/15/27

AWS Certified Solutions Architect – Associate 0FVXPEWKL2Q4Q69F, 2/2021

Above & Beyond Team Award- For personal role in our team's response to a cyberattack Jan '23

Languages

- ❖ **English** – Fluent
- ❖ **Spanish** – Fluent
- ❖ **Mandarin Chinese** - Intermediate