Senior Site Reliability Engineer with 17 years experience scaling large-scale production infrastructure. I've driven reliability efforts including monitoring, alerting, automated deployment pipelines, failure resiliency and capacity management.

Netflix Senior Site Reliability Engineer

Los Gatos, CA April 2015 - January 2017

- Drove our "production ready" effort, a checklist of important reliability steps for development teams, and developed a tool that scanned Netflix microservices for reliability risks and made suggestions for teams to improve their reliability
- Consulted with microservice teams to drive reliability efforts, including adding monitoring, alerting, deployment practices, application tuning and chaos resiliency. This effort significantly increased the percentage of critical infrastructure teams that had effective monitoring and alerting.
- Lead post-mortem incident reviews to identify root cause and ensure remediation and created a new "after-incident report" process so single page write-ups of incident learnings could be communicated broadly throughout Netflix.
- Participated in oncall rotation and incident response, initial triage, ensuring communication and making sure engineering teams were focused on mitigating customer impact during major outages.

Quantcast Lead Production Engineer San Francisco, CA January 2011 - April 2015

- Expanded Quantcast's systems, supporting 10x growth while containing costs and keeping response times under 100ms.
- Mentored junior operations engineers and new graduates, from onboarding to training them in large scale system operations and troubleshooting.
- Managed Quantcast's capacity planning and budget, building out 17 edge PoPs worldwide while maintaining capacity and performance goals.
- Automated the continuous integration of operating system security updates to keep all systems up to date and reduce our exposure to security vulnerabilities.
- Rebuilt Quantcast's automated server install system, and automated the install and operation of Quantcast's services using puppet.
- Managed Quantcast's relationship with hardware vendors, datacenters and ISPs, including vendor selection, performance requirements, and contract negotiation.

Looksmart Operations Architect & Monitoring Manager San Francisco, CA August 2007 - December 2010

- Designed and implemented Looksmart's new data center, with increased rack density and lower costs.
- Overhauled monitoring systems to reduce check latency from 50 sec to less than 1 sec.
- Increased monitoring capacity to support 300% growth in monitored servers to over 1000 servers.
- Managed Looksmart's relationship with our outsourced Network Operations Center including renegotiating our contract to save Looksmart \$150k/year.

Gemini Mobile Technologies System Software Engineer San Mateo, CA January 2006 - August 2007

- Owned systems related product subcomponents including functional specification, design, implementation, unit testing and maintenance.
- Ensured performance, security, and maintainability in designing and implementing new product features.
- Supported QA engineers in developing test plans for fail-over, redundancy, reliability, and performance.

Jonah Horowitz

San Francisco, CA incoming@jonahhorowitz.com

MediaMaster San Mateo, CA

System Architect & Software Engineer June 2004 - December 2005

Walmart.com
Brisbane, CA

System Administrator

June 2000 - September 2002

Conference Presentations

From Sysadmin to SRE
How Netflix views the Site Reliability Engineer role
SCaLE 14x
January 2016

https://www.youtube.com/watch?v=1ZI51YzIgVE

Netflix: 190 Countries and 5 CORE SREs

How does Netflix scale SRE?

USENIX SREcon16

April 2016

https://www.usenix.org/conference/srecon16/program/presentation/horowitz

The Cloud Will Not Save You Velocity Ignite 2016

From your technical debt.

June 2016

https://www.youtube.com/watch?v=08RsX_BR9Lg

Publications

Monitoring with Ganglia O'Reilly Media

Quantcast case study on metrics scaling and Holt-Winters aberrance detection.

November 2012

Education

University of Cincinnati Cincinnati, OH
Bachelors of Science in Computer Engineering June 2005

Technical Skills

AWS, Cloud, Puppet, Configuration Management, Red Hat, CentOS, Ubuntu, Debian, Linux Server Administration, Monitoring, Nagios, Ganglia, TCP/IP, BGP Anycast, DNS, Perl, Python, Server and Network Security