Jonah Horowitz
San Francisco, CA   incoming@jonahhorowitz.com

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.

Stripe   San Francisco, CA
Site Reliability Engineer   March 2017 - Present

- Drove our "carrot" effort, a tool that scanned Stripe services for reliability risks and made suggestions for teams to improve their reliability

- Built an internal dashboard to show which code paths were struggling with availability and followed up with the responsible teams

- Designed and implemented a production readiness review process for new services

- Reorganized the Stripe post-mortem and incident review process to make sure that we could track metrics from incidents and drive follow-up for remediation items

Netflix   Los Gatos, CA
Senior Site Reliability Engineer   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   San Francisco, CA
Lead Production Engineer   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.

Looksmart   San Francisco, CA
Operations Architect & Monitoring Manager   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.

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Gemini Mobile Technologies   San Mateo, CA
System Software Engineer   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.

MediaMaster   San Mateo, CA
System Architect & Software Engineer   June 2004 - December 2005

Walmart.com   Brisbane, CA
System Administrator   June 2000 - September 2002

Conference Presentations

Ten Persistent SRE Antipatterns   SRECon 17 Americas
Pitfalls on the Road to a Successful SRE Program   March 2017
https://www.usenix.org/conference/srecon17americas/program/presentation/horowitz

Configuration Management is an Anti-pattern   SCaLE 15x
Immutable Infrastructure   March 2017
https://speakerdeck.com/jonahhorowitz/configuration-management-is-an-antipattern

The Cloud Will Not Save You   Velocity Ignite 2016
From your technical debt.   June 2016
https://www.youtube.com/watch?v=O8RsX_BR9Lg

Netflix: 190 Countries and 5 CORE SREs   USENIX SREcon16
How does Netflix scale SRE?   April 2016
https://www.usenix.org/conference/srecon16/program/presentation/horowitz

From Sysadmin to SRE   SCaLE 14x
How Netflix views the Site Reliability Engineer role   January 2016
https://www.youtube.com/watch?v=lZI51YzIgVE

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