# Jordan Lee

Sr. Site Reliability Engineer

## CONTACT


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## EDUCATION & CERTIFICATIONS

**High school Diploma**

Westside High school

Anderson, SC | 2015

**AWS CCP**

Amazon/Pearson

Anderson, SC | 2020

**AWS CSAA**

Amazon/Pearson

Anderson, SC | 2020

**AWS CSOA**

Amazon/Pearson

Anderson, SC | 2021

## SKILLS

- CI/CD & Automation - Jenkins/Chef/Ansible/GitHub Actions
- IaC - Terraform/CloudFormation
- Monitoring and Observability - Datadog. Grafana. New Relic along with SumoLogic and ELK Stack
- Containerization:Docker(ECS/Fargate)

## PERSONAL PROFILE

I am a Sr. Site Reliability Engineer with a passion for building resilient, scalable infrastructure through continuous learning and innovation. Driven by a customer experience first and systems-thinking second approach to solving complex technical challenges. With a proven track record of transforming operation processes and empowering cross functional teams. I am committed to bridging the gap between development and operations, leveraging deep technical expertise to create robust, efficient platform solutions that drive business value, customer engagement and satisfaction, as well as technological advancements.

## EXPERIENCE

### Sr. Site Reliability Engineer

Icario Health | Minneapolis MN(HQ), Starr SC(Remote) | Sept 2022 - Jan 2025

Led a high-performance SRE team in architecting and maintaining a robust, scalable platform infrastructure, driving operational excellence through strategic automation, monitoring, and continuous improvement initiatives. Served as the senior technical leader responsible for defining and implementing site reliability standards, optimizing system performance, and reducing operational complexity across multiple product environments.

- Revolutionized monitoring and deployment strategies by implementing comprehensive automated pipelines, integrating tools like OpsGenie, Datadog, NewRelic, and GitHub Actions to streamline service deployment and infrastructure management.
- Designed and implemented a strategic framework for Service Level Indicators (SLIs), Service Level Objectives (SLOs), and Key Performance Indicators (KPIs), providing unprecedented visibility into client platforms and operational performance.
- Spearheaded incident response transformation, dramatically reducing alert fatigue by 60% and accelerating engineering response times by 80% through intelligent alert routing and detailed contextual information.
- Engineered advanced Terraform repositories to manage complex deployment scenarios, including synthetic tests, user management, and integration configurations across Datadog, OpsGenie, AWS, K8s, Internal PaaS portals, and other tech ecosystems.
- Architected and maintained sophisticated Datadog agent configurations across multiple platforms, including Kubernetes clusters, Fargate containers, and EC2 instances, enabling comprehensive application performance

LXC and of course Kubernetes(EKS,KOPs, etc)
- Incident Management - Opsgenie/PagerDuty/Datadog On-Call
- Languages - Python/SQL/Java/Shell/HCL With some Go and Ruby
- Database Architecture - SQL/MongoDB/DynamoDB
- Linux (All Flavors)
- AWS Cloud (Some Azure)
- Networking (Cloud & On-Prem)
- Security (Monitoring & Prevention)

monitoring.
- Mentored associate Site Reliability Engineers, fostering a culture of continuous learning, technical excellence, and collaborative problem-solving.
- Collaborated extensively with Platform Engineers, Senior Leadership, and Directors to design and implement advanced monitoring solutions for complex data pipelines, Kubernetes infrastructure, and AWS environments.
- Conducted pre-release code reviews, managed on-call alert meetings, and participated in RCA calls for continuous improvement of policies and procedures as well as code release improvements. This reduced the number of possible bad deployments by 30% as well as placed more users' eyes on code infra being deployed.
- Assist external teams with troubleshooting infrastructure issues. Whether that be SREs tooling and pipelines or the teams. As well many of the AWS services like, EKS Clusters, RDS, Kafka Datastreams, S3, Cloudfront, CF Templates and more.

## Cloud Engineer

Trek10 Inc. | South Bend IN(HQ), Starr SC(Remote) | April 2021 - Sept 2022

At Trek10 my day to day varied depending on the week and current projects. I typically worked on refining internal processes, reviewing client tickets via zendesk, investigating outages, refining client monitoring and alerting via Datadog. Along with just being helpful wherever else I am needed. I am not only a General AWS Cloud Engineer for all clients, I also wear the hat of Lead Architect for several long standing clients being their direct contact and advisor for engineering projects or architecture questions.

- Created, tuned, deployed and managed a large number of custom monitors, dashboards, metrics, logs and agent installations for datadog/Grafana, ELK stack configurations.
- Developed and optimized processes to ensure smooth operation of internal tooling and systems, addressing and resolving client issues promptly.
- Expertly troubleshooted a wide range of client tickets, spanning databases, web servers, lambda functions, load balancing, scaling, and other AWS infrastructure/services.
- Managed and supported the Poland-based night shift team, handling ticket facilitation, client communications, and miscellaneous tasks.
- Rotated bi-weekly on-call responsibilities, addressing urgent escalations and executing planned maintenance.
- Created and maintained documentation, including runbooks for clients during system failures or alerts.
- Coded internal automation tooling using languages such as Python, Terraform, and occasionally Rust/Go.
- Conducted onboarding/offboarding processes for clients requiring 24/7 support and infrastructure monitoring.
- Provided internal IT support, addressing issues like VPN access, hardware problems, and access grants.
- Assisted in ProServe/Team Support engagements involving Datadog, monitoring, and systems reliability for clients.