

Jon Riley

404.909.4399 | jonriley.netlify.app | jprly@outlook.com | www.linkedin.com/in/jon-riley-dev/

Professional Summary

Senior Software Engineer & SRE with expertise in building scalable SaaS platforms, automating cloud infrastructure, and driving observability practices. Skilled in Python, TypeScript, and Kubernetes with certifications in AWS, Security+, and Datadog. Proven record of reducing latency, accelerating deployments, and scaling systems to meet user demand.

Professional Experience

SAIC

Cookeville, TN

Senior Software Engineer

October 2023 – Present

- Developed a text to speech solution in a Python microservice, reducing processing time from 30+ seconds to <1 second.
- Implemented local Kubernetes development tools and trained the engineering team, cutting deployment time from minutes to seconds while increasing visibility into application state.
- Built an internal React based tool for testing and monitoring microservices, increasing visibility and accelerating troubleshooting.
- Drove customer engagement by prototyping and demoing React applications, incorporating feedback to align with user needs.
- Designed and delivered scalable GraphQL APIs, enhancing application performance and long-term maintainability.

BUILT TECHNOLOGIES

Nashville, TN

Site Reliability Engineer

January 2023 – July 2023

- Implemented monitoring and alerting in Datadog, improving visibility into production systems and enabling faster incident response.
- Developed reusable Terraform modules to standardize provisioning of AWS, PagerDuty, and Datadog resources across multiple environments, reducing configuration drift.
- Partnered with developers during on-call rotations to troubleshoot and resolve infrastructure issues, ensuring critical services met SLA commitments.
- Built dashboards and SLOs that provided clear health indicators and guided ongoing reliability initiatives.

BUILT TECHNOLOGIES

Nashville, TN

QA Automation Engineer

December 2021 – December 2022

- Automated end-to-end test pipelines with WebdriverIO, eliminating repetitive manual testing and expanding coverage across critical workflows.
- Unified microservice testing frameworks, creating a consistent QA process that improved collaboration and reduced defects slipping into production.
- Delivered training sessions for new engineers, accelerating onboarding and driving adoption of automation tools and best practices across teams.

FIVE APPLE FEEDBACK

Murfreesboro, TN

Developer / Founder

December 2019 – March 2023

- Built and launched a SaaS platform from concept to production, serving ESL teachers with customizable feedback tools.
- Scaled the product to 250+ paying subscribers who generated over 33,000 pieces of feedback, demonstrating product-market fit and sustained engagement.

- Prioritized and delivered new features based on user feedback, improving retention and expanding platform capabilities.
- Migrated the application from WordPress to a modern JavaScript frontend with a Firebase backend, improving scalability, performance, and development efficiency.

Technical Skills

- **Languages & Frameworks:** Python, TypeScript, JavaScript, GraphQL, React, Node.js
- **Cloud & Infrastructure:** AWS (EC2, S3, IAM, CloudWatch), Terraform, Kubernetes, Docker
- **Observability & Monitoring:** Datadog, Splunk, PagerDuty, SLOs/Dashboards
- **Testing & Automation:** WebdriverIO, QA Automation, CI/CD pipelines
- **Databases & Backend:** MongoDB, PostgreSQL, Firebase, REST & GraphQL API design
- **Other Tools & Platforms:** Git, Linux, Agile/Scrum, SaaS development

Education

- CompTIA Security+, October, 2023
- AWS Cloud Practitioner, July 2023
- Datadog Fundamentals Certified, August 2023
- Bachelor of Arts, Carson-Newman College, May 2005