Mei Lin

Software Engineer, Site Reliability

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SUMMARY

A Software Engineer with a 6-year background in Site Reliability Engineering (SRE). Proficient in Python and Go, with deep expertise in building automation, improving system observability, and ensuring the scalability and reliability of critical production systems. Combines a developer's mindset with an operator's pragmatism to reduce toil and improve service-level objectives (SLOs).

STRENGTHS

Automation & Tooling: Builds robust automation and internal tools to eliminate manual work and improve operational efficiency.

Observability: Implements comprehensive monitoring, logging, and tracing to ensure deep visibility into system health.

Incident Management: Experienced in leading incident response, conducting blameless post-mortems, and driving remedial actions.

Infrastructure as Code (IaC): Manages complex cloud infrastructure using tools like Terraform and Kubernetes.

TECHNICAL SKILLS

Languages: Python, Go, Bash, SQL

Cloud & DevOps: AWS (EC2, S3, IAM), GCP, Kubernetes, Docker, Terraform, Ansible, CI/CD

Observability: Prometheus, Grafana, ELK Stack, Jaeger, OpenTelemetry

Databases: PostgreSQL, MySQL

Concepts: SLOs/SLIs/SLAs, Incident Response, Capacity Planning, Linux Systems

PROFESSIONAL EXPERIENCE

Site Reliability Engineer | Cloudflare | June 2022 - Present

Develops and maintains automation for production systems, reducing manual intervention for common tasks by 80%.

Enhances the observability stack for critical services, leading to a 50% faster mean time to detection (MTTD) for incidents.

Leads post-mortem analysis for high-severity incidents and ensures follow-up actions are completed.

Manages Kubernetes clusters and cloud resources using Terraform and GitOps principles.

Software Engineer | DigitalOcean | May 2019 - June 2022

Worked on a team building backend services in Go for the core cloud platform.

Developed internal tooling to help automate developer workflows and testing environments.

Participated in an on-call rotation, gaining valuable experience in troubleshooting production systems.

EDUCATION

Bachelor of Science in Computer Science | University of Washington | 2015 - 2019