

EXPERIENCE

- **ProtoLabs** Maple Plain, MN
Senior Site Reliability Engineer / Site Reliability Engineer / Software Engineer *Oct 2019 – Present*
 - **Incident Process / Management:** Designed and implemented 24/7 on-call schedule rotations for 200 responders/ 10s of teams. Integrated monitoring platform (NewRelic) into incident management platform (PagerDuty). Designed and created Terraform repository to house, configure and maintain telemetry, incident, and monitoring systems. Migrated monitoring and alerting systems (NewRelic to Datadog). Ported incident-management and alert-related Terraform repository to Ansible to adhere to in-house platform standards. Designed, created, documented org-wide incident process roles and responsibilities. Refined monitoring strategy and incident process for more effective response, postmortems, and feedback into work-output, reporting up results and recommendations to CTO for further prioritization.
 - **Site Reliability Engineering:** Designed and implemented monitoring and alerting standards across microservices. Introduced Service Level Objectives and drove successful adoption of SLOs throughout the org. Collaborated with application teams to advise and implement custom monitoring and alerting. Connected non-SWEs to Observability tools as a source of business intelligence and feedback-and-control. Designed and oversaw Chaos Engineering activities. Managed logging, metric, and trace ingestion to control cost and maintain utility. Regularly analyzed and tuned alerting systems to reduce fatigue and increase signal.
 - **Organizational Initiatives:** Designed SLO-based SRE process as an alternative to existing SRE resource utilization. Used partial adoption and success of this process to gain approval from Executive leadership to revamp SRE roles and practices throughout the org. Integrated technology acquisition into existing Observability systems. Advocated for Observability-first-and-for-all across the company.
- **Best Buy [PowerObjects Consultant]** Minneapolis, MN
Build Engineer / Software Developer *June 2018 – Oct 2019*
 - **CI/CD & Automation:** Carried out technical transition of project serving 30k users from fully manual to fully automated in lower environments. Scaled pipeline automation from 0 to 4 development teams across a 24-hour development cycle, generating builds for 65 production releases a year and carrying out 20 automated deploys per week into lower environments. Decreased build payload complexity and size by multiple factors, as well as reduced average automation build-to-deployment time by 50% by improving accuracy and efficiency of delta creation process. Designed and implemented pipeline architecture to encourage easy isolation, testing, and low-risk propagation of changes in Azure DevOps, lowering defect rate associated with pipeline modification.
 - **Software Development:** Wrote custom tooling in C# and PowerShell to automate build and deployment of Dynamics 365 environmental data and development work via Azure DevOps. Wrote custom tooling to generate environmental deltas to minimize deployment payload size and complexity. Wrote tool to synchronize data across Dynamics 365 instances and generate rollback packages for production instances. Developed customizations in C# and JavaScript for proprietary 3rd party CRM platform serving 30k in-house installs.
- **PowerObjects** Minneapolis, MN
Software Developer / Consultant *Apr 2018 – Oct 2019*
 - **Internal Initiatives:** Co-founded and steered task force to communicate knowledge of DevOps, tooling, and automation practices across teams. Created company-wide survey to assess internal practices related to automation, tools, and team health. Facilitated “Clean Code Book Club” meetings, reading and discussion of techniques to improve code quality. Developed and presented educational material to teams on unit testing practices specific to Microsoft’s Dynamics 365 platform and the FakeXrmEasy unit testing framework.
- **Various Clients** Remote
Freelance Copywriter *Nov 2013 – Apr 2018*
- **Wall Street Daily** Baltimore, MD
Lead Editor *Jan 2012 – Oct 2013*

EDUCATION

- **University of Minnesota** Minneapolis, MN
Master of Science in Software Engineering *Sep 2020 – 2022*
- **Shimer College** Chicago, IL
Bachelor of Arts in Humanities *2002 – 2008*