Eric Michael Swanson

swanson.eric.m@gmail.com | (603) 748-3539 | Concord, US | in/EricMichaelSwanson | swanson8r.github.io

Summary

Human Intelligence Practitioner of Site Reliability & Incident Management focused on establishing and maintaining genuine connections with service owning teams to identify assumptions and understand the actual needs behind stated problems

Skills

- **Scripting & Config Languages**: Bash, Python, JavaScript, Perl, Terraform HCL, YAML, Jsonnet, Git
- **CI/CD & Cloud Containers**: Helm, ArgoCD, Ansible, Jenkins, Kubernetes, Docker, AWS CLI, Microsoft Azure
- **Data Analysis**: Datadog, Elastic Stack (ELK), Grafana, Sensu, Prometheus.io Alertmanager, Graphite, Nagios, Logz.io

Work Experience

dbt Labs   Oct 2022 — Jun 2025
Site Reliability Engineer, Observability
- Trained On-Call Responders, maintained Incident Management System and documentation
- Guided Incident Post-mortem RCA and Contributing Factor discussions with service owning teams
- Created Dashboards and GitHub monitoring PRs for Datadog account (Org) Consolidation
- Codified service Availability and Performance into SLOs using a custom Datadog Terraform module
- Migrated from Pagerduty and Atlassian Status Page to Incident.io, maintained vendor relationship and product updates

NS1   Aug 2019 — Oct 2022
TechOps / Observability Engineer
- Improved Alertmanager monitoring & VictorOps (now Splunk On-Call) alert response for DNS backend systems
- Coordinated with and maintained async status notes for distributed team members in Vietnam (~12 hrs apart)
- Investigated and addressed cluster issues with Elasticsearch, Logstash, and Kibana (ELK) stack
- Developed SLOs with teams and ensured SLIs were exposed for monitoring

Dyn   Aug 2015 — Aug 2019
Sustaining Engineer
- Improved Nagios Monitoring and Confluence Runbooks for On-Call Response
- Enhanced service visibility by creating Grafana dashboards and alert integrations
- Created monitoring plugins in Python and bash for use with Nagios and Sensu
- Completed Operational Readiness for Internet Intelligence product documentation and monitoring

U.S. District Court   May 2008 — Jul 2015
Programmer Analyst

Eric Swanson Computer Consulting   Feb 2006 — Present
Sole Proprietor

MadgeTech, Inc.   Dec 2005 — Apr 2008
Technical Sales & RMA Engineer

State of New Hampshire   Apr 2001 — Feb 2004
Systems Development Specialist V - DHHS

Education

University of New Hampshire   May 1999
BSEE

Projects

Winter 2023-2024 Electric Bill Investigation   Nov 2023 — Jan 2024
Discovered a linear increase in daily electricity usage and determined its source.