

Eric Michael Swanson

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Summary

As a Human Intelligence Practitioner of Site Reliability & Incident Management, I establish and maintain genuine connections with service owning teams to identify assumptions and understand the actual needs behind their 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.