William N. Thompson, **MBA**

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Engineering Professional
Site Reliability Engineering – Platform Engineering – Cloud Infrastructure Engineering

Site Reliability Management

Architecture & Design of Distributed Systems

Cloud Cost Efficiency

Configuration Management

Systems Engineering

Software Delivery Life Cycle

CI/CD Practices

Terraform Infrastructure Automation

Vendor Management

Team Leadership & Mentoring

Cross-Team Collaboration

Compliance and Security

Subject matter expert on Site Reliability Engineering, Innovative technology leader with extensive experience in developing strategy, deploying systems, and evaluating processes aimed at improving quality and efficiency.

DevOps, and Cloud Native Infrastructure design, along with all peripheral processes.

Hands-on technology expert with a blend of business and exceptional technical competencies and expertise to navigate and influence C-level management across functions.

Successful team leader with the ability to build, nurture and direct high achieving diverse teams of elite engineers and managers.

Accomplished communicator skilled in building and strengthening relationships across functions to drive cohesive, strategic operations.

CAREER ACCOMPLISHMENTS

- Established the Platform Engineering Role and function at Everbridge introducing our next generation infrastructure as code provisioning and deployment framework. This platform enabled engineering teams to increase velocity and reduce time to market of Everbridge's industry leading Critical Events Management platform.
- Consistently improved Everbridge's percentage of hosting cost to revenue down to 2.9% from 4.4%.
- Reduced the annual operational expenses by $1.2 million within the first six months of employment at Avaya Inc., through AWS infrastructure implementations and aggressive vendor negotiations.
- Saved over $1.07 million per month in infrastructure spend through AWS infrastructure implementations and migrating on-premise datacenter to public cloud infrastructure at Tune Inc.
- Implemented docker orchestration platform utilizing AWS ECS and K8S speeding up deployments and code deliveries for the developers from weekly to daily at multiple organizations.
- Managed high achieving diverse combined onshore offshore technical teams across 100's of project life cycles.

PROFESSIONAL EXPERIENCE

EVERBRIDGE INC. _ Seattle, WA 10/2019-Present **Vice President - SaaS Operations**

Technical Leader bridging strategic and tactical efforts to implement the organization's go to market initiatives with Site Reliability Engineering principles. Focusing on the practices of scalability, observability, security, and reliability for Everbridge's Critical Event Management Platform. Implemented Platform Engineering to reduce the cognitive load of business and engineering partners, improving technical processes in the software

development lifecycle targeting the speed of delivery and reducing time to value for our customers. Ongoing cost optimization to achieve the highest degree of cost benefit from cloud infrastructure.

- Identified and implemented significant operational cost efficiencies realized in Everbridge's public cloud platform leading to $12M in total savings during my tenure .
- Implemented Objective and Key Results Framework to drive continuous planning and ongoing strategic and tactical execution connecting Technical outcomes to Business outcomes.
- Reduced manual intervention of Security Vulnerabilities by focusing on automation improvements to provisioning and deployment processes strengthening the Everbridge brand, raising customer trust, and reaffirming our commitment to meet FedRamp compliance standards.
- Improved infrastructure provisioning through the introduction of our next generation Infrastructure as code framework, increasing the speed for the SRE, DRE and engineering provisioning by 1200%.
- Established our Kubernetes Delivery Platform allowing teams to adopt and deliver container based distributed microservice architectures.
- Increased Gender Diversity of SaaS Operations department from 2% to 35% in 18 months.

Other Positions held:

Senior Director - Head of SaaS Operations

Director - Site Reliability and Platform Engineering

AVAYA INC. _ Seattle, WA 10/2018-10/2019 **Director – Site Reliability Engineering**

Principal strategist and visionary for Site Reliability Engineering initiatives aimed at improving the scalability, security, reliability and speed of delivery of the Avaya Cloud platform through technology, people and process optimizations. Nurture and transform the team culture and dynamics towards infrastructure as code processes and standards using the principles of Site Reliability Engineering. Hire, train, mentor, and manage a team of 12 direct reports and manage annual operational expenses and capital expenses budgets up to $30 million.

- Aggressively negotiated contract terms with multiple vendors optimizing costs and technologies for monitoring and alerting AWS environments realizing savings up to 30% over existing solutions.
- Led multiple difficult negotiations with AWS and secured an Enterprise Discount Plan (EDP) reducing the cost of public cloud expenditures by over 60%. Recognized by VP of Finance and CFO for realizing significant savings.
- Negotiated with internal cross-functional teams to modify infrastructure usage while ensuring usage requirements are met.
- Successfully completed the PCI audit and received compliance certificate for the AWS public cloud environment.
- Introduced Gitlab and Terraform streamlining the CI/CD for AWS public cloud environment, moving the deploy time for an entire region from weeks to hours.

TUNE INC. _ Seattle, WA 09/2015-09/2018 **Manager - Site Reliability Engineering**

As subject matter expert on Site Reliability Engineering, was part of the Technical steering committee leading IT strategy and technology direction focusing on production service reliability, speed of product delivery, operations and total server cost of ownership. Hired, trained, mentored and led technical teams with direct reports of 6-8 engineers. Planned, managed and maintained an annual budget of $25-30 million. Built and maintained exceptional relationships with vendors leveraged to drive favorable contract terms and service fees.

- Reduced the infrastructure spend by $1.07 million per month through the implementation of AWS infrastructure and an additional $60,000 per month through the shutdown of on-premise data centers fully utilizing public cloud infrastructure.
- Introduced IAC using Terraform enabling CI/CD practices to improve provisioning and deployment of systems resulting in decentralizing the operational bottlenecks and speeding up the service delivery to customers.
- Pioneered the three pillars of observability – Monitoring, Metrics, and Logging reducing the time to troubleshoot and resolve issues in production from hours to minutes.

- Initiated Site Reliability Engineering concept merging the operations and DevOps teams. Achieved 100% adaptability from Product, Engineering and IT divisions on SRE concepts of Service Level Objectives and Service Level Indicators facilitating a standard process to discuss work prioritization.
- Led the deployment, maintenance and operations of virtual and on-premise infrastructure and all SaaS product offerings.
- Provisioned infrastructure resources created code deployment pipelines and monitored production services using AWS, OpenStack, and Puppet Infrastructure Automation.

INFOSPACE INC. _ Seattle, WA 08/2014 – 09/2015 **Senior Cloud Infrastructure Engineer**

Deployed and maintained all owners operated web properties. Using AWS and Chef Infrastructure Automation provided a DevOps deployment pipeline allowing the engineering and operations team a seamless interaction reducing the time taken from "work in process" to deploying on production systems.

- Upgraded the server and database OS to Windows 2012 R2 and SQL Server 2012 R2 for Windows and Ubuntu 14.04 for Linux.
- Implemented MongoDB and Elasticsearch improving the search capabilities of the organization's search business by providing highly relevant content to customers.

BRIDGEPOINT EDUCATION _ Seattle, WA 09/2011 – 04/2014 **Information Systems Manager - Products**

Managed the design, delivery and support for enterprise application infrastructure including customer facing services applications, and a portfolio of 12 internal and COTS applications. Managed multiple technology teams including design, delivery, maintenance, support, strategic architecture, technical review, and operations teams. Oversaw enterprise-wide IT compliance initiatives, vendor management, and regulatory audits.

- Led exceptional delivery initiatives exceeding company KPI by achieving 99.5% availability of all business-critical applications in the portfolio
- Implemented SQL Server 2012 virtualization using geo-clustered availability groups.
- Designed and initiated plans for Microsoft Private Cloud Infrastructure facilitating IaaS.

Prior experience as Senior Software Release Engineer (09/2007 – 09/2011) for LPL Financial and EMN8.

Honorable discharge from the United States Marine Corps – 10/1998 – 10/2002.

TECHNICAL PROFICIENCIES

Platforms / Servers:	Unix, Linux (CentOS, Amazon Linux, Ubuntu), Windows, Mac OS, Windows Server 2003/2008 R2/2012 R2, SQL Server 2008/2012/2012 R2
Tools & Technologies:	Hashicorp Terraform, Gitlab, Amazon Web Services, Docker, ECS, Kubernetes, Datadog, Opsgenie, XMatters, Elasticsearch, logstash, Kibana, Kafka, Ansible, Puppet, Chef, JIRA, Confluence
Networking:	Cloud Networking Layout, Virtual Private Cloud (VPC), VPC Peering, VPN Connections, Direct Connect, Subnet Routing, Hybrid Network

EDUCATION

ASHFORD UNIVERSITY, San Diego, CA
Master of Business Administration (MBA), Information Technology Management, 2013

COLEMAN COLLEGE, San Diego, CA
Bachelor of Arts, Computer Information System; Minor: Business Management, 2009