

William O'Neill

SENIOR ENGINEERING MANAGER - SITE RELIABILITY ENGINEERING (SRE)

Atlanta, GA

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Summary

Results-driven Senior Engineering Manager of Site Reliability (SRE) with extensive experience leading cloud infrastructure transformations, optimizing build and release pipelines, and implementing Infrastructure as Code (IaC) to enhance operational efficiency. Proven ability to drive cost savings, automation, and team velocity, ensuring scalable and reliable systems. Strong leadership in managing remote teams and delivering high-impact technical solutions. Passionate about building high-performing engineering teams and delivering resilient cloud solutions that drive business success.

Work Experience

SurveyMonkey

San Mateo, CA (remote)

SENIOR ENGINEERING MANAGER - SITE RELIABILITY ENGINEERING (SRE)

August 2022 - Current

- Led a three-year transformation to a scalable Kubernetes-based infrastructure, replacing an overprovisioned static setup.
- Successfully migrated and refactored 200 Services, 30 ML models and 100 libraries & SDKs with zero downtime.
- Achieved a 40%+ reduction (~\$2M annual savings) in compute costs.
- Lead and mentor a high-performing team of six remote engineers, fostering collaboration and innovation.

STAFF SOFTWARE ENGINEER - SITE RELIABILITY ENGINEERING (SRE)

October 2021 - August 2022

- Designed and implemented automation frameworks, eliminating manual toil and boosting CI/CD efficiency.

ReCharge Payments

Santa Monica, CA (remote)

SENIOR DEVOPS ENGINEER

June 2020 - October 2021

- Implemented CI/CD pipelines for Terraform and Ansible, accelerating peer review cycle time by 60% (from 2-3 days to under 1 day).
- Created standardized Terraform stacks, enabling self-service infrastructure deployment.
- Designed an interactive candidate tech lab as an additional vetting process during the team's interview cycle.

Teachers Pay Teachers

New York, NY (remote)

DEVOPS TECH LEAD

December 2018 - June 2020

- Led PCI Level 1 certification efforts, reducing audit time from multiple weeks to just 2 days.
- Developed reusable Terraform modules that encapsulated best practices for AWS infrastructure automation.

Spredly

Durham, NC (remote)

SENIOR SYSTEMS ENGINEER

May 2017 - November 2018

Transitioned deployments from manual 'snowflake' processes to immutable infrastructure-as-code via Ansible, Packer, and Terraform.

GE Digital

Atlanta, GA

LEAD INFRASTRUCTURE AUTOMATION ENGINEER

August 2016 - May 2017

Automated microservices lifecycle deployment using Jenkins, Sphinx, Swagger, and Ansible.

MailChimp

Atlanta, GA

SENIOR INFRASTRUCTURE ENGINEER

October 2012 - May 2016

- Spearheaded migration from 3rd-party managed hosting to self-managed colocation data centers.
- Scaled the operations team from 3 to 40 engineers while optimizing infrastructure performance.

Skills

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|-----------------------------------|---|
| Cloud & Infrastructure | Amazon Web Services (AWS), Google Cloud Platform (GCP), Kubernetes, Docker, Terraform |
| CI/CD & DevOps | Helm, GitHub Actions, ArgoCD, Ansible, Jenkins, GitLab CI/CD |
| Programming | Python, Ruby, Node.js, Shell |
| Security & Compliance | PCI DSS, Infrastructure as Code (IaC), Cloud Security |

Education

Temple University

Philadelphia, PA

BACHELOR OF ARTS, MASS COMMUNICATION