

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.
- Reduced secrets sprawl by streamlining Hashicorp Vault policies and ensuring that local development environments were configured to use the same policies.
- Led and mentored 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.
- Improved individualized developer testing environments by implementing Let's Encrypt SSL certificates and OAuth based authorization.

Teachers Pay Teachers

New York, NY (remote)

DevOps Tech Lead

December 2018 - June 2020

- Coordinated transition from larger operations team to Cloud Operations focused infrastructure team.
- Drove improvements to processes so that requests from development teams were fulfilled in a consistent manner. These changes enabled the Cloud Operations team to implement SLOs for most common requests.
- 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

- Ensured Spredly's PCI Level 1 card vault status by introducing security compliance tooling as part of the build and deployment process.
- Transitioned deployments from manual bespoke processes to immutable infrastructure-as-code via Ansible, Packer, and Terraform.
- Active contributor to the open source [DevSec Hardening Framework](#) project.

GE Digital

Atlanta, GA

Lead Infrastructure Automation Engineer

August 2016 - May 2017

- Improved automation of the wing to wing monitoring of GE's network and compute assets. Consolidated monitoring tool sprawl by creating business unit dashboards.
- Automated microservices lifecycle deployment using Jenkins, Sphinx, Swagger, and Ansible.
- Developed an easy button application for the first contact helpdesk which empowered them to do tasks such as pinging hosts, check on application status, and even reboot machines with supervisor approval.

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 via documentation of the greenfield datacenter implementations, tech talks on subjects such as Puppet development, infrastructure testing, and 1-on-1 mentorship.
- Migrated high traffic DNS domains from a provider that billed based on usage to Akamai. This reduced costs since billing was no longer traffic based and increased the SLA for DNS.
- Consolidated hundreds of domain names spread across several registrars to one registrar. This made management of domain names more consistent, provided visibility into domain names that should be added or dropped as necessary, and enabled creation of a customized 'parked page' for unused domains.
- Subject matter expert for DNS (internal and external), server provisioning and Akamai CDN configurations.
- Developed internal tooling that automatically provisioned servers from 'rack and stack' bare metal to a fully installed OS registered with an in-house CMDB. Same tooling was also used to handle kvm-based virtual provisioning.
- Implemented configuration management using Puppet, replacing an in-house configuration management tool where development had been abandoned.

Intercontinental Exchange, Inc.

Atlanta, GA

Systems Engineer

March 2010 - October 2012

- Managed >4000 server nodes spread across 6 data centers. Servers were a heterogeneous combination of Solaris, Linux, AIX and Windows.
- Implemented Puppet to manage server configurations. This increased the consistency of server roll-outs and simplified updating existing configurations.
- Introduced Cobbler to automate Kickstart installations. The previous Linux build system was either one-off (CD based) or RHN dependent.
- Designed an automated AWS provisioning system for realistic load testing of public facing applications. Also developed a process for end-user requests that prevented unused instances from remaining active which reduced overall costs.

Skills

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

Presentations

PAYMENTSfn 2018

Durham, NC

[Raising Children vs Raising Rabbits](#)

May 2018

- A lightning talk about the tooling behind Spreedly's cloud instances and how compliance and security are built into the process.

GitHub Octotales

[Octotales: MailChimp](#)

March 2016

- GitHub's video profile of MailChimp and their use of GitHub Enterprise. My favorite quote: "As an infrastructure guy, code is our poetry."

Atlanta Puppet Camp

Atlanta, GA

[Continuous Deployment of Puppet Modules](#)

December 2014

- Presentation about how MailChimp uses a combination of DSL tooling, editor plugins, peer review, and Jenkins to do continuous deployment of puppet modules to their infrastructure.

Education

Temple University

Philadelphia, PA

Bachelor of Arts, Mass Communication