

Summary

Site Reliability Engineer with 10+ years of experience building, operating, and improving production infrastructure at global-scale organizations including TikTok, AWS, and Apple. Experienced in leading large-scale migrations, driving measurable reliability improvements, developing internal platforms and automation, and serving as a technical lead across cross-functional engineering initiatives. Strong background in Kubernetes, cloud infrastructure, observability, incident response, and production operations, with a track record of reducing operational toil and improving system reliability. Increasingly focused on AI-assisted engineering and applying emerging technologies to improve SRE workflows.

Skills

SRE & Infrastructure: Site Reliability Engineering (SRE), Production Operations, Incident Management, On-Call Operations, Distributed Systems, Reliability Engineering, Service Level Objectives (SLOs), Service Level Indicators (SLIs), Root Cause Analysis, Disaster Recovery, Capacity Planning, Configuration Management, Performance Optimization

Cloud & Platforms: AWS (EC2, ElastiCache, EBS, CloudWatch, IAM), Kubernetes, Docker, Containers, Proxmox, Linux, Virtualization, Data Backup, Infrastructure as Code (IaC)

Observability: Prometheus, Grafana, Graphite, Splunk, Elastic, Automation & DevOps: Python, Bash/Zsh, Terraform, Ansible, Puppet, SaltStack, GitHub Enterprise, GitLab, CI/CD

Programming: Python, Bash/Zsh, Java, Go, Ruby, C

AI & Developer Productivity: AI assisted development, agentic development workflows, AI-enabled troubleshooting, developer productivity

Experience

TikTok US Data Security — Site Reliability Engineer

10/2024 – Present

- Led the SRE effort for a large-scale regional migration, more than doubling the supported user population while coordinating with four partner engineering teams. Maintained SLAs with no major service interruptions.
- Initiated and drove a Gemba walk with platform users to identify real world reliability gaps, translating firsthand observations into engineering improvements that reduced production error rates from approximately 2.5–5% to a sustained 0.6% across millions of daily requests; improved observability subsequently reduced incident MTTR from hours to minutes.
- Served as acting team lead and primary point of contact for the team's primary services, running standups, and team syncs, communicating status and risks to leadership, and keeping engineers aligned with project priorities during extended team lead absences.
- Led SRE support for large scale experiments and onboarding of new contracting teams, coordinating production-readiness requirements, operational dependencies, and service integration across partner organizations.
- Developed and standardized an AI assisted SRE development environment, integrating service context, internal chat interfaces, and active user-issue analysis into a reproducible agent workflow.
- Designed and developed a new operational platform consolidating configuration and service information from multiple systems into a unified operator view, reducing the need for operators to manually correlate information across disparate platforms.
- Implemented configuration and observability improvements across globally distributed moderation services, including changes that reduced daily log volume by 70 million entries while improving monitoring signal to noise ratio.

Amazon Web Services — Cloud Support Engineer (Linux)

03/2020 – 09/2023

- Provided technical support and troubleshooting for AWS services including EC2, EBS, and ElastiCache, managing complex customer escalations through resolution.
- Built Python automation tooling, reducing repetitive manual processes from 10+ minutes to under 1 minute.
- Managed service escalations during on-call rotations, driving rapid resolution and longterm quality improvements.
- Enhanced and delivered internal training materials, mentoring new hires and leadership teams to improve operational effectiveness.

Apple — Siri Production Engineering

01/2018 – 09/2019

- Deployed and maintained global server fleets supporting Siri, delivering 99.99% uptime and optimized performance.
- Oversaw traffic routing and production releases, ensuring service reliability during 24/7 on-call support.
- Directed response to a continent-scale outage, restoring customer impact within 15 minutes and leading RCA and post-mortem action items.
- Automated complex operational workflows, reducing manual operator time from 7+ hours to under 2 hours.
- Authored and maintained service documentation, defining SLAs and support channels to streamline developer engagement.

Apple — Siri DevOps Intern

01/2017 – 08/2017

- Built a global server state reporting system, improving visibility and monitoring across distributed fleets.
- Partnered with cross-functional Apple teams to expand infrastructure knowledge and enhance monitoring/logging practices.

WITR 89.7 (RIT Radio Station) — Chief Engineer

01/2016 – 05/2017

- Directed a mixed team of volunteers and employees to maintain 24x7 broadcast reliability.
- Rebuilt core services to improve resiliency and failover capabilities.
- Designed and oversaw the \$250K Studio X build-out, coordinating with university leadership and industry professionals.
- Implemented automation and monitoring systems for live broadcasting, ensuring uninterrupted operations.

WITR 89.7 (RIT Radio Station) — Staff Engineer

05/2014 – 12/2015

- Supported the Chief Engineer in maintaining and modernizing broadcast infrastructure.
- Migrated legacy systems to SaltStack and CobblerD, enabling automated management.
- Deployed the station's first comprehensive monitoring system, laying the foundation for future upgrades.

Certifications

Certified Kubernetes Administrator (CKA) — The Linux Foundation. April 2024

Kubernetes and Cloud Native Associate (KCNA) — The Linux Foundation. December 2025

Linux Foundation Certified IT Associate (LFCA) — The Linux Foundation. December 2025

Education

Rochester Institute of Technology — Bachelor of Science in Computer Science (2013 – 2018)