



Ayden Logan

Lead Site Reliability Engineer, Enterprise Infrastructure Platforms

📞 (614) 555-8047 ✉ ayden.logan@example.com

🌐 linkedin.com/example/aydenlogan 📍 Columbus, OH 43215

STRENGTHS

- ♥ **Resiliency Leadership**
Led design reviews around failure modes and safe rollouts. Teams gained clearer decisions, and peers often sought guidance on difficult platform risks.
- 💬 **Incident Communication**
During severe incidents, kept updates calm and direct. Clear communication helped application, network, and infrastructure partners act together.
- ⚙️ **Automation Mindset**
Turned repeated recovery work into tested Python and Go tooling. One recurring manual task became a dependable operational workflow.
- 👥 **Collaborative Mentoring**
Mentored engineers through Terraform changes and troubleshooting. Informal peer connections made hard cross service problems easier to solve.
- 📊 **Evidence Based Reliability**
Connected telemetry with user impact through SLO signals. Stakeholders gained confidence in release decisions and post incident priorities.

SKILLS

Site Reliability Engineering

Production Ownership

Incident Response

On Call Operations SLO Practice

Error Budgets Observability

Resiliency Design Go Python

Kubernetes Terraform CI/CD

Unix Systems Network Analysis

SUMMARY

Lead site reliability engineer with 9 years of experience building and operating **enterprise infrastructure platforms** and production services. Combines Go and Python engineering with Kubernetes, Terraform, CI/CD, Unix systems, observability, and reliability architecture. Defines SLIs, SLOs, error budgets, and user focused alerting with Grafana, Prometheus, Splunk, and Datadog. Leads resiliency reviews, safe rollouts, on call response, major incident mitigation, and blameless **post incident analysis** across regulated environments. Builds declarative automation, reconciliation **control loops**, and self healing workflows that reduce manual operations while preserving security, auditability, and traceability. Applies **enterprise authorized AI** for investigation, testing, knowledge capture, and incident analysis with disciplined validation and data sensitivity controls. Mentors engineers and helps teams make sound reliability, performance, security, and cost decisions.

EXPERIENCE

Lead Site Reliability Engineer, Shared Infrastructure Platforms

Lakefront Financial Technologies 📅 March 2023 - Present 📍 Columbus, Ohio

Lead reliability engineering for shared infrastructure platforms supporting business critical services. Set technical direction for SLO practice, resiliency reviews, automation, **incident response**, and engineer development across complex service dependencies.

- Set SLOs and **error budgets** with stakeholders, aligning platform reliability decisions with user impact.
- Built Go control loops that reconcile declared Kubernetes state, correcting configuration drift through auditable changes.
- Standardized Prometheus **telemetry** and Grafana dashboards, replacing noisy alerts with actionable SLO signals.
- Led severe **incident triage** and blameless reviews, converting recurring failure modes into safer rollout controls.
- Established authorized AI workflows for evidence synthesis and **knowledge capture** with validation and sensitivity checks.
- Mentored SREs through resiliency reviews, Terraform changes, capacity decisions, and cross service **troubleshooting**.

Senior Site Reliability Engineer, Transaction Platforms

Great Lakes Commerce Systems 📅 January 2020 - February 2023 📍 Cleveland, Ohio

Owned reliability, performance, security, and operational cost for Kubernetes services supporting high volume transaction workflows. Partnered with product and infrastructure teams on delivery quality, incident command, recovery automation, and dependable releases.

- Built **Terraform** modules and **CI/CD** validation, standardizing infrastructure changes across service environments.
- Defined service indicators and **error budgets** with product teams, using Datadog and Splunk for release decisions.
- Coordinated **incident command** across application, network, database, and infrastructure dependencies during **on call** rotations.
- Built **Python** recovery automation that converted runbook steps into tested operational tooling.
- Introduced dependency contracts and readiness checks, improving operability across multi service releases.
- Connected peer networks across application and platform teams, accelerating diagnosis during difficult production events.

Site Reliability Engineer, Linux Production Services

Riverbend Software Infrastructure 📅 June 2017 - December 2019 📍 Dayton, Ohio

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



● Lead Site Reliability Engineer, Shared Infrastructure Platforms at Lakefront Financial Technologies (3.5 Years)

● Senior Site Reliability Engineer, Transaction Platforms at Great Lakes Commerce Systems (3.1 Years)

● Site Reliability Engineer, Linux Production Services at Riverbend Software Infrastructure (2.5 Years)

● Software Engineer, Reliability, Customer Applications at Buckeye Digital Services (1.7 Years)

Operated Linux production environments while developing Python tooling, Kubernetes templates, observability, and provisioning workflows. Supported service adoption and production recovery through practical automation, documentation, and security collaboration.

- Developed Python health checks and deployment validation tools for **Linux** production services.
- Built **Prometheus** monitoring and **Grafana** dashboards for latency, saturation, service health, and dependencies.
- Created **Kubernetes** templates, readiness checks, and resource controls that supported platform adoption.
- Diagnosed production failures during **on call** rotations, restoring service and documenting incident evidence.
- Automated provisioning and configuration workflows, reducing reliance on one off imperative scripts.
- Partnered with **security** engineers on secrets handling, least privilege access, patching, and change controls.

Software Engineer, Reliability, Customer Applications

Buckeye Digital Services 📅 September 2015 - May 2017 📍 Dublin, Ohio

Developed Java and Python services and operational tools for customer facing applications in Linux environments. Built early reliability practices around telemetry, deployment verification, incident learning, capacity planning, and resilient service design.

- Developed **Java** and Python services and operational tools for customer facing Linux applications.
- Added structured **telemetry** and health endpoints, giving operations clearer production diagnosis evidence.
- Automated deployment verification and rollback checks in **CI/CD** pipelines before customer releases.
- Investigated availability issues using logs, system metrics, packet captures, and application traces.
- Created repeatable recovery runbooks and scripts while building production **on call** experience.
- Partnered with senior engineers on capacity planning, failure testing, **security controls**, and resilient design.

PROJECTS

Declarative Service Reconciliation Platform 📅 2024

Created a Go based control loop for trusted desired state, Kubernetes reconciliation, drift correction, audit trails, and safer service operations. Worked closely with platform engineers to clarify interfaces and failure modes before production rollout.

SLO Telemetry Standardization 📅 2022

Unified Prometheus, Grafana, Datadog, and Splunk signals around user impact, service indicators, error budgets, and actionable alerts. The work gave product and operations partners a shared language for reliability decisions.

LEADERSHIP & AWARDS

- Reliability Leadership Recognition, Lakefront Financial Technologies, 2024
- Operational Excellence Award, Great Lakes Commerce Systems, 2022
- Peer Mentor Recognition, Riverbend Software Infrastructure, 2019

EDUCATION

Bachelor of Science in Computer Science

Ohio University 🎓 GPA: 3.5 📅 2015 📍 Athens, Ohio

Coursework: *Operating systems, computer networks, distributed systems, software engineering*

CERTIFICATIONS

- Google Cloud Professional Cloud DevOps Engineer 📅 2025
- Certified Kubernetes Administrator 📅 2024

- Site Reliability Engineering Professional Certificate 📅 2023

TECHNICAL SKILLS

- **Programming Languages:** Go, Python, Java, C++
- **Container Platforms:** Kubernetes, container orchestration, readiness checks
- **Infrastructure Automation:** Terraform, declarative automation, configuration management
- **CI/CD Systems:** CI/CD pipelines, deployment validation, rollback checks
- **Observability Tools:** Prometheus, Grafana, Datadog, Splunk
- **Reliability Practices:** SLIs, SLOs, error budgets, SLO based alerting
- **Incident Management:** On call, incident command, mitigation, blameless reviews
- **Unix Operations:** Linux, Unix fundamentals, shell scripting, system metrics
- **Networking:** Routing, switching, packet captures, flow analysis
- **Security Engineering:** Secrets handling, least privilege, patching, change controls
- **Artificial Intelligence:** Authorized AI, prompt engineering, output validation, agent orchestration
- **Production Engineering:** Control loops, self healing, safe rollouts, dependency contracts

PROFESSIONAL AFFILIATIONS

- Member, USENIX Association
- Member, Association for Computing Machinery
- Participant, SRE community and incident learning forums

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST