



Spencer Nash

VP/Sr. Director, Software Engineering - DevOps & SRE

📞 (703) 555-1846 ✉️ spencer.nash@example.com

🌐 linkedin.com/example/spencernash 📍 Arlington, VA 22201

STRENGTHS

- ♥️ **Reliability leadership**
During payment modernization, linked SLOs and error budgets with executive decisions; leaders gained a clearer view of service risk.
- 👥 **Manager development**
Built calibration and mentoring routines for engineering managers; peers adopted framework as a practical succession resource.
- 📋 **Delivery governance**
Used dependency maps and risk registers during major launches; teams surfaced blockers earlier and protected committed dates.
- 💡 **Technical communication**
Translated AWS and distributed-systems tradeoffs for finance, security, and product partners; decisions moved with less friction.
- 🚀 **Continuous improvement**
Turned incident patterns into backlog priorities and runbook updates; engineers saw reviews produce visible operational change.

SKILLS

Software Engineering DevOps

Site Reliability Engineering

Distributed Systems

Cloud Architecture AWS

Kubernetes Terraform Jenkins

GitHub Actions Prometheus

Grafana Java Python Go

SUMMARY

Software engineering and **DevOps** executive with 15 years guiding **SRE** organizations, cloud platforms, and distributed services across financial technology and enterprise software. Leads multi-team portfolios spanning reliability, platform modernization, deployment automation, observability, and mission-critical delivery. Converts business priorities into sequenced road maps, visible risk decisions, and dependable **project delivery**. Builds close partnerships across product, security, architecture, compliance, finance, and operations, giving executives clear technical choices and progress updates. Develops engineering managers through coaching, succession planning, and practical feedback. Brings hands-on depth across AWS, Kubernetes, Terraform, Java, Python, Go, GitHub Actions, Jenkins, Prometheus, Grafana, **service-level objectives**, error budgets, and incident response, with genuine motivation to help Brightwell Financial Technologies improve engineering quality and organizational results.

EXPERIENCE

VP, Software Engineering - Cloud Reliability

Crescent Harbor Payments 📅 March 2024 - Present 📍 Arlington, VA

Leads a 46-person platform engineering, SRE, and developer enablement organization supporting distributed payment services, reliability investments, and executive delivery governance.

- Directed platform, SRE, and developer enablement teams supporting high-volume distributed payment services.
- Established quarterly reliability portfolios linking SLOs, **error budgets**, incidents, and customer commitments.
- Guided AWS EKS migration with **Terraform** and **GitHub Actions** across six product domains.
- Created manager development plans with calibration reviews, **mentoring**, and succession coverage.
- Reorganized incident command and post-incident reviews with security and compliance partners.
- Coordinated product, architecture, finance, and risk checkpoints to surface delivery dependencies early.

Senior Director, Site Reliability Engineering

BlueRidge Commerce Systems 📅 July 2021 - February 2024 📍 Reston, VA

Led 31 SRE and platform engineers responsible for Kubernetes, cloud networking, observability, resilience, and production readiness across customer-facing commerce systems.

- Led 31 SRE and platform engineers across **Kubernetes**, networking, observability, and production readiness.
- Introduced **Prometheus** scorecards, **Grafana** dashboards, tracing, and error-budget policy for prioritization.
- Consolidated **Jenkins** and **GitHub Actions** pipelines with testing, validation, and rollback controls.
- Sponsored multi-region resilience work through **AWS** reviews, game days, and capacity modeling.
- Built escalation and mentorship practices that expanded senior technical ownership during incidents.
- Maintained risk registers and operating reviews for staffing, sequencing, and technical tradeoffs.

Director of DevOps and Platform Engineering

Granite Peak Software 📅 January 2018 - June 2021 📍 Charlotte, NC

Managed 22 engineers delivering AWS platforms and deployment services for Java, Python, and Go applications, with ownership spanning modernization, security, and reliability.

- Managed 22 engineers delivering AWS platforms for **Java**, **Python**, and Go applications.
- Replaced manual environments with Terraform modules and Kubernetes templates for repeatable releases.

LANGUAGES

English	Native
Spanish	Intermediate

MY CAREER



- VP, Software Engineering - Cloud Reliability at Crescent Harbor Payments (2.5 Years)
- Senior Director, Site Reliability Engineering at BlueRidge Commerce Systems (2.6 Years)
- Director of DevOps and Platform Engineering at Granite Peak Software (3.4 Years)
- Engineering Manager, DevOps and SRE at Ironwood Digital Services (3.2 Years)
- Software Engineer, Cloud Operations at MapleLine Technology Group (3.1 Years)

- Implemented centralized logging, Prometheus metrics, Grafana dashboards, and actionable alert standards.
- Embedded image scanning, secrets management, access controls, and audit evidence into **CI/CD**.
- Established blameless postmortems that converted recurring failures into architecture improvements.
- Presented platform road maps and investment cases while coordinating vendors and application groups.

Engineering Manager, DevOps and SRE

Ironwood Digital Services 📅 September 2014 - December 2017 📍 Raleigh, NC

Managed 11 software and reliability engineers supporting distributed customer applications across development, staging, and production, with focus on delivery controls and operational readiness.

- Managed 11 engineers supporting distributed applications across development, staging, and production.
- Led Jenkins pipelines, automated testing, configuration management, and infrastructure-as-code adoption.
- Defined readiness checklists covering monitoring, capacity, rollback, dependencies, and support ownership.
- Diagnosed latency and deployment failures across **Linux** services and relational data stores.
- Coached engineers through incident command, root-cause analysis, and design reviews.
- Tracked milestones, operational **risks**, and staffing needs with program management partners.

Software Engineer, Cloud Operations

MapleLine Technology Group 📅 July 2011 - August 2014 📍 Richmond, VA

Built Java and Python utilities for cloud operations, deployment validation, environment health, monitoring, and incident analysis across hosted enterprise applications.

- Built Java and Python utilities for deployment validation and environment health reporting.
- Automated Linux administration with shell scripting and **Ansible** across test and production.
- Added application and infrastructure metrics to monitoring dashboards for faster diagnosis.
- Validated dependencies and rollback procedures during distributed-service release activities.
- Investigated production incidents through log analysis and structured root-cause documentation.
- Presented automation improvements during engineering forums, supporting practical **DevOps** adoption.

PROJECTS

Payment Reliability Portfolio 📅 2025

Connected service-level objectives, error budgets, incident trends, and customer commitments with investment decisions for critical payment services.

Multi-Region Resilience Program 📅 2023

Combined AWS architecture reviews, game days, capacity modeling, and recovery objectives for customer-facing commerce workloads.

Developer Platform Modernization 📅 2021

Created Terraform modules, Kubernetes templates, and delivery controls that gave application teams repeatable production paths.

LEADERSHIP & AWARDS

- Technology Leadership Award, Crescent Harbor Payments, 2025
- Operational Excellence Recognition, BlueRidge Commerce Systems, 2023
- Engineering Mentor of the Year, Granite Peak Software, 2020

EDUCATION

Bachelor's Degree in Computer Science

Virginia Commonwealth University 🎓 GPA: 3.7 📅 2011 📍 Richmond, VA

CERTIFICATIONS

- AWS Certified Solutions Architect - Professional 📅 2025
- Certified Kubernetes Administrator (CKA) 📅 2023
- ITIL 4 Foundation 📅 2022
- HashiCorp Certified: Terraform Associate 📅 2021

TECHNICAL SKILLS

- **Cloud Platforms:** AWS, Amazon EKS, AWS architecture
- **Container Platforms:** Kubernetes, Docker, Helm
- **Infrastructure Automation:** Terraform, Ansible, Infrastructure as Code
- **CI/CD Platforms:** Jenkins, GitHub Actions, automated testing
- **Observability Tools:** Prometheus, Grafana, distributed tracing
- **Programming Languages:** Java, Python, Go
- **Operating Systems:** Linux, shell scripting, configuration management
- **Reliability Practices:** SLOs, error budgets, incident management
- **Delivery Governance:** Technical road maps, risk registers, dependency maps
- **Resilience Engineering:** Game days, capacity modeling, recovery objectives
- **Security Controls:** Image scanning, secrets management, access controls
- **Data Systems:** Relational databases, logs, service dependencies

PROFESSIONAL AFFILIATIONS

- Mentor, Capital Region Software Engineering Leadership Forum, 2022 - Present
- Volunteer Coach, Virginia Cloud Native Community Workshops, 2019 - Present
- Member, Association for Computing Machinery, 2011 - Present

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST