JACOB WILSON

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EDUCATION

August 2014- May 2019
University of Cincinnati, Cincinnati, Ohio
Bachelor of Science in Information Technology, Network/Systems Focus

2010-2014
Findlay High School, Findlay, Ohio

PROFESSIONAL EXPERIENCE

May 2022 - Present
Sr. Site Reliability Engineer, CoverMyMeds
• Developed and maintained automated infrastructure provisioning and configuration management systems using Ansible, Terraform, and Puppet. Infrastructure/management systems include GitHub Enterprise, Azure, and Datadog.
• Participated in incident management processes and on-call rotation, providing rapid response and root cause analysis to minimize downtime and prevent future incidents.
• Documented system architectures, procedures, and policies to facilitate knowledge sharing and maintain system stability
• Implemented best practices to ensure system security and compliance with industry standards and SOX compliance within CMM systems

Nov 2019 – May 2022
Sr. Site Reliability Engineer, 84.51° - The Kroger Company
• Enacted an automated deployment pipeline for a series of observability tools to be used by the enterprise. These tools include Promethus, Thanos, Jaeger and others using Ansible to deploy

• Collaborated to create a SRE team to improve reliability, performance and implement SRE ways of working. This includes being on-call, defining SLI/SLOs, assisting with large RCAs for our products, etc.

• Implement and maintain monitoring solutions at the server and application level to increase visibility into day-to-day operations and issues, utilizing Grafana, Prometheus Exporters, Dynatrace and others.

May 2018 – Nov 2019
Versatilist Engineer, 84.51° - The Kroger Company
• Main liaison between an engineering team and the infrastructure teams to help drive and support the release of the company's main commercial application

• Led the implementation of a new data visualization tool (Grafana Enterprise) and developed real time insights on the commercial application's usage and performance metrics to help make business decisions

• Collaborated with the development and deployment of a new Application Performance Management (APM) tools to enable developers to troubleshoot, develop clean code and to better understand their applications easier to move quicker

May 2016 – May 2018
Information Technology Co-op, 84.51° - The Kroger Company, Cincinnati Ohio
Database, Network, and Windows Infrastructure Co-op
• Contributed to deploying, maintaining and troubleshooting network related equipment within the office and datacenters

TECHNOLOGOY SKILLS

Tooling:
• Grafana, Prometheus, Thanos, Jaeger, Docker, Ansible, Datadog, Fluentd Dynatrace, SonarQube, Pivotal Cloud Foundry, Puppet

Infrastructure:
• Terraform (IaC)
• Windows Server and RHEL
• General AWS, GCP, and Azure experience

Programing Languages:
• Python, Bash, SQL, Ruby