JACOB WILSON

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ABOUT ME

Senior Site Reliability Engineer focused on infrastructure automation, developer experience, and observability. Proven track record building secure, scalable systems with expertise in Terraform, Kubernetes, and compliance automation. Passionate about mentoring engineers and creating self-service platforms that accelerate team productivity.

EDUCATION

August 2014- May 2019

University of Cincinnati, Cincinnati, Ohio
Bachelor of Science in Information Technology, Network/Systems Focus

PROFESSIONAL EXPERIENCE

May 2022 - Present

Sr. Site Reliability Engineer, CoverMyMeds - McKesson
• Led SOX compliance initiative as PM and developer to bring GitHub Enterprise into compliance, implementing automated branch protection controls across enterprise-scale repository management, preventing potential company-wide audit deficiency
• Kubernetes Platform Operations: Managed multiple AKS clusters including version upgrades, HPA autoscaling configuration, and Vault-to-Kubernetes secrets integration for production workloads
• Participated in incident management processes and on-call rotation, providing rapid response and root cause analysis to minimize downtime and prevent future incidents.
• Developed production-ready Terraform modules for Azure cloud services, enabling compliant, repeatable deployments across development, staging, and production environments used by multiple teams
• Built comprehensive monitoring for IaC tooling using Datadog, implementing proactive alerts for platform runners and deployment pipelines, improving platform reliability and reducing MTTR by 35%
• Led migration of 100+ monitoring alerts to new collaboration platform, updating Terraform modules and creating migration guides to support company-wide platform transition
• Implemented best practices to ensure system security and compliance with industry standards and SOX compliance within CoverMyMeds systems

Nov 2019 – May 2022

Sr. Site Reliability Engineer, 84.51° - The Kroger Company
• Led deployment of enterprise observability tooling for monitoring and alerting, providing visibility across 100+ microservices using Prometheus, Thanos, Jaeger, and Dynatrace

• 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

TECHNOLOGY SKILLS

Cloud & Infrastructure:
• Azure, Kubernetes, Terraform, Docker, Argo CD, GitHub, AKS

Observability:
• Prometheus, Grafana, Thanos, Jaeger, Datadog, Dynatrace

Tools & Automation:
• GitOps, GitHub Actions, Jenkins, Ansible, Puppet, HashiCorp Vault, JFrog Artifactory, Python, Bash, Consul

Compliance & Security:
• SOX Controls, ITGC Automation, HashiCorp Vault, Azure Key Vault