JAYSON SPERLING

SRE/PLATFORM/INFRASTRUCTURE ENGINEER/LEADER

Colorado Springs, CO 80923 • (909) 815-6473
jayson@thisisjayson.com • https://thisisjayson.com
https://www.linkedin.com/in/jaysonsperling/

PLATFORM/SYSTEMS | LEADERSHIP | CUSTOMER FOCUSED | CREATOR/IMPLEMENTOR/AUTOMATOR

Driven and passionate about all things infrastructure and platform in the SaaS world. As both a team player, and a leader, I aim to raise all the boats around me by way of mentorship, servant leadership, learning, and teaching. I push to ensure software and platform features are shipped with documentation, SLA, performance, cost effectiveness, and monitoring and observability all built-in.

Well-versed in gathering requirements and translating them to technical and non-technical audiences to meet organizational goals. Solid history of driving the end-to-end development lifecycle from ideation to deploying highly available services for consumers. Proven track record of operating-at-scale, including distributed computing, fault tolerance, and high-availability. Results-driven problem-solver with broad expertise in designing, building, deploying, evaluating, and maintaining SaaS systems and infrastructure, monitoring and observability, automation, and driving cost-savings.

Areas of Expertise

- Systems Architecture
- Requirements Analysis
- Configuration Management
- Agile (Scrum) Methodology
- Software Development Life Cycle (SDLC)
- Software Project Management
- Team Training & Development
- Strategic Planning & Execution
- Diversity, Equity, and Inclusion (DEI)
- SaaS/Cloud Computing
- Customer Focus
- Systems Administration
- Servant Leadership
- Mentorship

Skills

Software as a Service (SaaS), SRE, MySQL, Microsoft and Linux Servers, Unix shell, Ruby, Confluence, Jira, GitHub, Nginx, haproxy, Chef, Puppet, Redis, Memcached, keepalived, corosync, consul, DNS, AWS, Microsoft Office, Adobe Creative Cloud Suite, Google G-Suite, Mac OS, AWS, Splunk, Datadog, SumoLogic, Periscope Data, PagerDuty, Twilio, SendGrid, Files.com, DevOps, Datacenter, Email & SMS Deliverability & Regulations, Observability, Incident Management/Response

Professional Experience

FILES.COM, Colorado Springs, CO — **Nov 2023 – Present**

Customer Support Engineer

Provided knowledgeable and timely support to business customers, mentored other team members on domain-related technology, and gave instruction and demonstrations to team members on scripting concepts and how to work with the company's API suite.

- Determined, for a company that Files.com acquired, the categories and volume of support tickets. This work fed into the migration of the acquired company's support platform to the Files.com platform and led to a clear understanding of the pain points experienced by those customers.
- Documented bug reports and feature request. Maintained ownership of the customer-facing aspects of these reports and closed the loop with customers once a bug was fixed or a feature was released.
- Developed several templates to speed up documentation of customer meetings and the logging of bug reports and feature requests.
- Authored both internal and external playbooks and knowledge base articles that spoke to new features or changes in existing features.
- Partnered with my direct manager and senior Customer Support Engineer to provide feedback on team processes and meetings and how to make the team more efficient by removing time sinks and unnecessary steps, which led to less meetings and more productivity by the team.
- Entrusted with a number of special projects where my knowledge of scripting saved the company, or a customer, significant time and resources.

Personal Work Sabbatical — **Jan 2023 – Nov 2023**

Post PagerDuty workforce reduction, I spent time with my family, travelled throughout Colorado to experience all the state has to offer, and gained my AWS Foundational/Cloud Practitioner certificate. I also helped set up three online companies, update an existing company's website, and then re-entered the job market. The time off was valuable and refreshing, while also re-enforcing my technical skills, allowing me to come back at full strength and hungry for my next adventure.

PAGERDUTY, INC., Denver, CO **Apr 2022 – Jan 2023**

Engineering Manager in Technical Operations, Email Platform

Trained and developed direct-reporting software engineering staff, empowering developers, DevOps, IT operations, and business leaders to prevent/resolve business-impacting incidents, enhancing the customer experience. Coached teams in unlocking new learning development and career opportunities during one-on-one meetings each week. Instilled a sense of ownership/buy-in to each team member.

- Designed and implemented a "dual workstream" team configuration involving splitting up the team into two sub-teams focusing on two specific domains, leading to a decrease in time-to-resolution for open tickets and tasks and high quality/speed of execution for the team's major initiative.
- Improved the internal Coaching Plan process by communicating duties effectively, ensuring that personnel understood the expected outcomes and required behavioral/technical changes needed, and the steps to completion with tangible examples of what success looks like in this context.
- Delivered documentation citing telecommunication issues specific to PagerDuty's product, involving international telco regulatory requirements/regulations and how the PagerDuty product could manage those problems.
- Within my first week, spearheaded and led a multidisciplinary team to tackle a major carrier telecommunications fraud incident. Documented the signals of fraud and the event timeline and collaborated with providers/carriers to mitigate the fraud event. Proactively followed-up with multiple teams to implement measures to prevent this type of event from reoccurring.
- Revamped my team's milestone/roadmap for a major initiative, resulting in a timeline for FY23 with attainable goals and deliverables. Brought a sense of fail-fast and encouraged the team to research relevant technologies while also setting the technical direction of execution.
- Engaged with executives to develop risk mitigation strategies aiding the timeline of the team's critical initiative. Launched a more formal load/performance testing strategy, allowing the team to better forecast the upper bounds of processing for the product the team was developing.
- Reduced the company's spend on Amazon Web Services by $80,000 by researching allocated compute resources and worked with teams to reallocate their resources and reduce or decommission unused resources.

TWILIO INC. (SENDGRID), Denver, CO **Jun 2020 – Oct 2021**

Advanced from Support Engineer to Engineering Manager in Technical Operations at the leading U.S. company providing programmable communication tools for phone calls, text messages, and other communication functions using a suite of web service APIs. Transitioned smoothly to Twilio's technical management team shortly after their acquisition of SendGrid (customer communication platform for transactional and marketing email) in February 2019.

Engineering Manager in Technical Operations, Email Platform (Dec 2018 – Oct 2021)

- Oversaw the hiring and development of engineering talent and fostered a work environment to encourage open and healthy team interaction.
- Partnered with internal teams and external vendors to deploy Twilio's worldwide datacenter expansion into 3 EU nations.
- Sunset and decommissioned a third-party cloud computing from the company's edge network (inbound email PoPs) and guided internal teams in developing this same set of services in Amazon Web Services.
- Championed a critical initiative on how to build our infrastructure in new datacenters, including gathering business and technical requirements, working with vendors for planning and implementation, and documenting all of the steps to go from initiative to operational infrastructure.
- Collaborated with the business unit's Diversity and Inclusion (D&I) team to shape D&I protocol for interviewing and hiring new personnel, enabling the team to select the best talent from a diverse set of applicants.
- Spearheaded a team re-structuring to take a single team with a wide area of focus and build two new teams with a narrower focus and better alignment of engineering skills versus future work, boosting productivity significantly.
- Played a key role in business-unit and Technical Operations-wide roadmap/planning, sharing high-and medium-level plans with engineers so they could view how their efforts impacted the company and clientele, thereby fostering team buy-in to initiatives.
- Liaised with teams to map dependencies against active SaaS cloud licenses to drive cost savings. Led the standardization and documentation of the onboarding/offboarding process for Technical Operations, winning acceptance by the IT department to streamline the process.
- Served as the lead Outage Point of Contact gathering resources to identify the root cause of an outage, resolving quickly and efficiently. Resolved "noisy" system/application alerts which the team reported made a distinct difference in their on-call experience and an improved quality-of-life.
- Earned the Summit Award for embodying all the 4Hs: Honest, Hungry, Happy, and Humble. Launched a new set of alert/team health analytics to evaluate system alert "hot spots" and understand team health.
- Drove the offloading of "hands-on" datacenter tasks from team to leverage third-party services, allowing the team to prioritize other projects and deliver them faster to the company, rendering cost-savings for SendGrid.
- Improved 1-on-1 meetings with engineers, building solid relationships to coach them in continuous improvement.

DevOps III & Team Lead in Technical Operations, Email Platform (Oct 2017 – Dec 2018)

- Developed standardized access levels throughout 3rd party systems and services to enact "least privilege" for systems utilized by staff. Executed on a multi-step plan to make a measurable difference in the alerting volume, increasing the quality of life for the team.
- Partnered with several management colleagues to pinpoint areas of improvement/experience, support direct-reporting teams, and improve individual efforts for career advancement.

Site Reliability Engineer / DevOps I & II (Jul 2014 – Oct 2017)

- Ramped up to master the technical aspects of the SendGrid platform, as well as the way their microservices were developed. Managed technical documentation to aid teams in understanding the platform, its operating modes, and customers usage.
- Partnered with large-scale clients (eBay, HubSpot, and Spotify) to identify hard-to-diagnose problems. Engaged with development teams internally to educate and advocate for fixes/changes to make the product more reliable and usable for our customers.
- Strategically planned and delivered several global points of presences (PoPs) to assist international customers. Developed and implemented multiple pre-production environments for development teams to test changes to the product before deploying the changes to the live environment.
- Created the "Support Bootcamp" training class and presented materials to train Support Engineers in the SendGrid platform (how email was relayed across various systems, a visualization of the "life" of an email as it travels through the system, and other concepts) to help them better understand the product details to allow them to support customers better. Built and tracked systems to guarantee that all system/application aspects were monitored for downtime.

Support Engineer I, Enterprise & Tier 3 Support / Incubator Lead Engineer (May 2012 – Jul 2014)

- Provided knowledgeable and empathetic support to customers over real-time chat, email, and telephone, to educate them on the product and offer integration assistance. Built the Tier III Support Team to diagnose and tackle advanced customer issues.
- Lead and rolled out the Support Incubator program providing development-minded Support Engineers the opportunity to develop smaller systems and services addressing issues like automation and customer satisfaction associated with support tickets.

Education & Credentials

Undergraduate Coursework in Systems & Network Administration, Chaffey College, Alta Loma, CA

Relevant Coursework: Cisco Routing Technologies, Hardware Management (Desktop & Datacenter Compute Technologies)

PROFESSIONAL DEVELOPMENT & SPECIAL PROJECTS (OCT 2021 – JAN 2022):

- Development of Core Values: Compassion, Servant Leadership, Communication, Continuous Improvement, Relationship Building, and Technical Advancement, Team Leadership, Team Player
- Special Projects (IT Consultant): Client Services, New WIFI Network Installation, Social Media/Marketing Campaign Execution, New Website Development (Front Range Flight School and Aero Club, Member)

CERTIFICATIONS: Amazon Web Services – Foundational/Cloud Practitioner