Daniel Mwangi

Lead Site Reliability Engineer

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SUMMARY

Lead Site Reliability Engineer with 11 years in production operations and SRE, leading a team of 7 that keeps insurance and retail platforms on AWS and Azure available around the clock. Owns capacity planning, performance tuning and incident management, and builds automation in Python, Terraform and Ansible.

EDUCATION

Bachelor of Science 05/2015
The Ohio State University Columbus, OH
Computer Science and Engineering

EXPERIENCE

Lead Site Reliability Engineer 01/2022 - Present
Olentangy Insurance Group Columbus, OH
Property and casualty insurer with 3 million policyholders.

- Lead **7** SREs supporting 180 policy, billing and claims services on AWS and Azure.
- Built a capacity planning model in Python that cut overprovisioned compute 30% while meeting peak claim loads.
- Drove performance tuning with Dynatrace on the quoting API, dropping p95 latency from 2.4 seconds to 700 ms.
- Set an incident review process that reduced repeat incidents 60% in 18 months.

Senior Site Reliability Engineer 04/2017 - 12/2021
Easton Retail Technology Columbus, OH
Store and e-commerce systems for a 600-store retailer.

- Ran Kubernetes clusters serving **600** stores and the online store through 5 Black Friday peaks with no outage.
- Wrote Terraform and Ansible automation that took new store system builds from 2 weeks to 2 days.
- Created Grafana dashboards and alerts for 90 services, giving store support one view of system health.

Systems Engineer 06/2015 - 03/2017
Dublin Data Services Dublin, OH
Hosting and managed IT provider.

- Administered **500** Linux and Windows servers for 30 hosting clients.
- Automated weekly patching with Bash and PowerShell, ending 10 hours of manual work a week.
- Moved 120 client sites to new storage arrays over 8 weekends without data loss.

SKILLS

Python • Terraform • AWS • Azure • Kubernetes • Ansible • Grafana • Dynatrace Performance Tuning • Capacity Planning

CERTIFICATES

AWS Certified DevOps Engineer - Professional
Amazon Web Services
05/2020

Dynatrace Associate Certification
Dynatrace University
09/2022