Jordan Ellis

Site Reliability Engineer

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SUMMARY

Site Reliability Engineer with 4 years of experience keeping customer-facing services on AWS fast and available. Writes Python and Go tooling, runs Kubernetes and Terraform, and builds observability with Prometheus and Grafana, with measured cuts to incident time and manual toil.

EDUCATION

Bachelor of Science 06/2022

Portland State University Portland, OR

Computer Science

EXPERIENCE

Site Reliability Engineer 08/2023 - Present

Willamette Outdoor Commerce Portland, OR

E-commerce company selling outdoor gear to 2 million customers a year.

- Maintain **99.95%** availability for 60 checkout and search services on Kubernetes through 2 holiday peaks.
- Defined SLOs and burn-rate alerts in Prometheus and Grafana, cutting false pages from 40 to 8 a month.
- Wrote a Go tool that drains and rotates nodes automatically, removing 6 hours of manual toil a week.
- Ran 25 blameless postmortems and drove 90% of follow-up fixes to completion.

Systems Engineer 06/2022 - 07/2023

Rose City Telehealth Portland, OR

Virtual care company with 300,000 patient visits a year.

- Built Terraform modules for AWS networking and databases, replacing **200** manual console changes.
- Automated Linux patching with Python and Ansible across 120 servers with zero missed maintenance windows.
- Led troubleshooting on 15 production incidents, including a database failover that restored video visits in 12 minutes.
- Shortened incident handoffs by writing 20 runbooks for the most common telehealth alerts.

Infrastructure Intern 06/2021 - 09/2021

Beaverton Software Labs Beaverton, OR

Summer internship with the build and release team.

- Containerized **5** internal tools with Docker and wrote their deployment guides.
- Created Grafana dashboards for build server health used by 30 developers.
- Fixed 12 flaky build steps in the CI system, cutting average build retries by 40%.

SKILLS

Python • Go • Kubernetes • Terraform • AWS • Prometheus • Grafana • Linux • Observability Troubleshooting

CERTIFICATES

Certified Kubernetes Administrator (CKA)

The Linux Foundation

05/2024