

# JEREMY MARTINEZ

SENIOR SITE RELIABILITY ENGINEER | INCIDENT COMMANDER | PLATFORM AUTOMATION

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## PROFESSIONAL SUMMARY

Senior Site Reliability Engineer with 20+ years of experience designing, operating, and scaling mission-critical infrastructure across cloud and hybrid environments. Proven leader in automation, observability, incident command, and reliability engineering with a consistent record of eliminating operational toil, improving uptime, reducing cloud spend, and strengthening production resilience. Deep experience serving as Incident Commander and escalation owner for high-traffic platforms, large distributed systems, and enterprise operations organizations.

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## FEATURED PROJECT

**Incident Commander Field Guide & Simulator** | [incidentcommandhq.com](https://incidentcommandhq.com)

- Independently designed and built a comprehensive training platform for production incident command, covering ICS principles, communication frameworks, escalation decision trees, and real-world runbook patterns.
- Features an interactive incident simulator that lets practitioners rehearse live incident scenarios — including role assignment, severity triage, stakeholder communication, and blameless postmortem workflows.
- Purpose-built to raise industry standards for incident command readiness and serves as a living reference for engineering organizations adopting or maturing their incident response practice.

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## CORE EXPERIENCE

**Observability, Incident Response & ITSM:** Datadog, SysDig, Prometheus, Grafana, Sumo Logic, PagerDuty, Rootly, ServiceNow, Jira

**Cloud & Platform Engineering:** AWS, Azure, GCP, Kubernetes, OpenShift

**Infrastructure as Code & Automation:** Terraform, Helm, Ansible, Jenkins, Argo CD

**Reliability, Networking & Resilience:** Load Balancing, Traffic Engineering, DDoS Mitigation, High Availability, Disaster Recovery

**Storage & Distributed Data Systems:** MySQL, PostgreSQL, Ceph, NFS, iSCSI, Veritas VCS

**Operating Systems:** Linux (RHEL, CentOS, Ubuntu), Solaris

**Programming & Scripting:** Python, Bash, Shell scripting, Perl, PHP, Java

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## PROFESSIONAL EXPERIENCE

**Dynascale Inc.** | **Senior Site Reliability Engineer | Incident Commander & Responder** | 03/2024 – Present

- Architect and operate highly available cloud platforms across AWS, Azure, and GCP supporting multiple client production environments.
- Serve as senior Incident Commander & Responder for customer and platform incidents, leading triage, mitigation, escalation, and post-incident remediation.
- Improved platform observability through custom alerting pipelines and real-time telemetry integration.
- Reduced cloud spend through reserved instances, autoscaling optimization, rightsizing initiatives, and provisioning strategy improvements.
- Automated infrastructure lifecycle management using Terraform, CloudFormation, and Ansible, reducing deployment lead time and operational risk.
- Reduced manual operational intervention by 30% through automation, self-healing workflows, and standardization.
- Led disaster recovery strategy including backup validation, failover testing, and incident response playbooks.
- Converted undocumented tribal knowledge into standardized SOPs and runbooks, improving onboarding speed, operational consistency, and incident response readiness.

- Developing agentic AI automation pipelines for system administration and self-healing remediation across Hyper-V, AWS, and Azure, reducing manual intervention and accelerating incident resolution.
- Conduct database performance analysis, identifying and implementing optimizations to reduce query latency and improve reliability of production data systems.
- Engineered automated system upgrade workflows, eliminating manual patching processes and reducing risk across cloud and on-premises infrastructure.
- Mentored engineers on reliability engineering, automation practices, and production ownership.

**Upstart Inc. | Senior Site Reliability Engineer / Incident Commander** | 07/2022 – 02/2024

- Served as Incident Commander for enterprise production incidents, coordinating engineering, operations, and executive stakeholders during major outages.
- Owned Rootly configuration and operational workflows for incident lifecycle management and escalation automation.
- Implemented standardized incident response processes improving response consistency and MTTR.
- Delivered weekly reliability metrics and incident analytics to executive leadership.
- Built and maintained runbooks, playbooks, and incident simulation exercises to improve organizational readiness.
- Implemented automated alerting and escalation pipelines reducing manual coordination overhead and response latency.
- Led blameless postmortems and formal root cause analyses, translating incident insights into durable corrective actions and systemic reliability improvements.
- Supported 24x7 on-call rotation in a high-availability production environment.

**eBay Inc. | Production Unix Systems Engineer / MTS / Incident Responder** | 10/2011 – 07/2022

- Recognized with a Critical Talent Bonus for high-impact contributions to incident management and operational automation.
- Served as senior Incident Responder and escalation owner for large-scale production incidents impacting global e-commerce platforms.
- Led real-time incident triage, coordination, mitigation, and root cause analysis across infrastructure, application, database, and network domains.
- Designed automation eliminating 90% of manual operational toil for a 12-person team.
- Operated and maintained large-scale Unix infrastructure supporting mission-critical workloads (CentOS, RHEL, Solaris, Ubuntu).
- Maintained uptime SLA of 99.997% across critical services.
- Built automated monitoring, alerting, and self-healing workflows to proactively resolve disk, CPU, service, and capacity failures.
- Managed CDN integrations with Akamai and internal caching proxies.
- Supported availability and operational health of a 10,000+ node Hadoop cluster.
- Administered Veritas VCS clusters supporting high-availability Oracle environments.
- Authored operational runbooks and escalation procedures improving incident response maturity and onboarding.

**New Frontier Media Inc. | Systems Engineer** | 08/2008 – 10/2011

- Designed and operated high-traffic streaming platforms supporting national broadcast distribution.
- Built scalable infrastructure for social networking and e-commerce platforms.
- Deployed MongoDB, Redis, Nginx, Node.js, VMware, and Xen environments.
- Led web application security assessments and incident response.
- Implemented clustered MySQL architectures and high-availability outbound e-mail systems.
- Developed secure automation supporting infrastructure and application platforms.

**Earlier Career (Condensed)**

*Hit Director Domains LLC | Comtech LLC | ISSG | The Internet Web Hosting Company*

- Built and operated high-traffic Linux server farms and web hosting platforms.
- Designed secure streaming systems, PCI-compliant infrastructure, and hardened production environments.
- Administered enterprise Unix environments, load balancers, and automation frameworks.
- Led migrations, performance tuning, vulnerability remediation, and infrastructure modernization initiatives.

**US Army | Communications Center Operator** | 04/1993 – 08/1997

- Operated secure telecommunications systems within classified environments (TS/SCI).
- Maintained satellite and fiber communication systems and cryptographic equipment.
- Awarded multiple Army Achievement Medals and leadership honors.

## **EDUCATION**

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**Management / Computer Information Systems** — Park University, Parkville, Missouri

162 credit hours completed, three courses remaining

## **CERTIFICATIONS**

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- Incident Response Certification, PagerDuty (2024)
- Monitoring AWS Certification, Datadog (2023)
- Sumo Logic Fundamentals and Search Mastery (2022)
- Cisco CCNA (expired)
- Security+