

# Ryan Todd

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## SUMMARY

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Principal SRE with 15+ years building secure, code-driven IT systems across AWS, GCP, and Azure. Specialize in CI/CD pipeline ownership, release orchestration, observability, and Infrastructure-as-Code (Terraform, Serverless Framework, CloudFormation, Ansible). Comfortable owning on-call, defining SLOs, and treating IT engineering with product-engineering rigor.

## TECHNICAL SKILLS

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**Languages:** Python, Bash, Go, TypeScript, JavaScript, YAML

**Cloud:** AWS (Lambda, API Gateway, DynamoDB, S3, EventBridge, CloudFront, SQS, SNS, SSM, IAM, WAF), GCP, Azure

**Infrastructure as Code:** Terraform, Serverless Framework, CloudFormation, Ansible, Chef, Helm, Kustomize

**CI/CD:** GitHub Actions, Jenkins, AWS CodePipeline, Argo Rollouts, Skaffold, Cloud Build

**Containers & Orchestration:** Docker, Kubernetes (CenturyLink Cloud, AWS EKS, GKE)

**Observability:** CloudWatch (alarms, logs, metrics), Graylog, Checkmk, Consul, SNS-to-Slack alerting

**Operations:** Linux administration (RHEL, Ubuntu), VMware, on-call rotation, release management, SLO definition

## PROFESSIONAL EXPERIENCE

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### Principal SRE Engineer — Release

*Mercy | Sunset Hills, MO (Hybrid) | Nov 2023 – Present*

- Own release management and deployment orchestration across the enterprise application portfolio.
- Build and maintain CI/CD pipelines that coordinate deploy windows, approvals, and automated rollback procedures.
- Drive Infrastructure-as-Code adoption to replace manual operational processes, applying product-engineering rigor to IT systems.
- Partner with development teams to standardize release cadence, reduce deploy friction, and shorten lead time to production.
- Participate in on-call rotation; define and report on release SLOs and post-incident action items.

### Senior SRE — Release

*Dapper Labs | Aug 2022 – Jul 2023*

- Built GitHub Actions CI/CD workflows for FE/BE teams using Cloud Build and self-hosted runners.
- Led SIG-Release meetings to introduce new tooling and align cross-team release practices.
- Authored Terraform modules and Ansible playbooks to deploy GCP infrastructure (Skaffold, Kustomize, Docker, Helm, Argo).
- Migrated docker-compose test environments to run inside Kubernetes clusters for faster, more representative testing.
- Configured Cloudflare rules for edge optimization and traffic control.
- Automated developer workflows with Skaffold, Argo Rollouts, and Kustomize across multiple teams.

### Mastercard

*Nov 2018 – Aug 2022*

#### Principal Software Development Engineer *Aug 2021 – Aug 2022*

- Onboarded external customers into AWS and Azure with private connectivity to Mastercard applications.
- Removed roadblocks and handled ticket triage so development teams could focus on shipping code.
- Piloted new deployment strategies with external teams to inform smoother adoption by future teams.

- Deployed internal applications to AWS and Azure across multiple teams.

#### **Lead Software Development Engineer** *Nov 2018 – Aug 2021*

- Onboarded development teams to shared services (Jenkins, Artifactory, PCF, Bitbucket).
- Owned cross-team coordination on deployment standards and tooling adoption.

#### **DevOps Engineer**

*CenturyLink / Savvis | Nov 2014 – Nov 2018*

- Automated AWS deployments via Serverless Framework (API Gateway, Lambda, Kinesis, S3, Secrets Manager, DynamoDB).
- Built CI/CD pipelines with AWS CodePipeline (branch- and environment-based promotion).
- Deployed and maintained Kubernetes clusters across CenturyLink Cloud, AWS, and GCP.
- Authored Chef cookbooks and Ansible playbooks/roles for server hardening and application deployment.
- Maintained Docker images, security patches, and Jenkins pipeline modules across teams.
- Introduced Graylog, Consul, and Checkmk to expand observability and service discovery.
- Created developer jumpboxes with SSH-key access for streamlined testing.
- Pair-programmed with engineers to cross-train and accelerate delivery (Scrum, Kanban).

#### **Senior IT Systems Engineer**

*CenturyLink / Savvis | Oct 2012 – Nov 2014*

- Designed enterprise infrastructure solutions and documented operational procedures.
- Implemented Chef and Ansible for server hardening and application deployment.
- Built physical and virtual servers from the ground up using VMware and HPSA.
- Made infrastructure recommendations based on system requirements; contributed to storage and network engineering.
- Developed support procedures for 2nd/3rd tier personnel; mentored team on new technologies.

#### **Hosting Installation Technician**

*CenturyLink / Savvis | Feb 2009 – Oct 2012*

- Built ESX (3.5/4.1), RHEL, and Windows Server (2003/2008/2012) systems on UCS, HP, and Egenera hardware.
- Installed and supported customer applications (SQL, IIS, Apache, MySQL, Active Directory).
- Troubleshoot networking, firewall, and configuration issues escalated from upstream teams.

#### **Desktop Support**

*CenturyLink / Savvis | Feb 2006 – Feb 2009*

- Handled executive-level support including after-hours technical work.
- Performed rotational on-call; maintained accurate case documentation for all incidents and requests.
- Performed hardware and software installation, upgrades, and network port activation.

## **PERSONAL PROJECTS**

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### **WhiteCliff Studio — Production E-commerce Infrastructure & Automation**

Self-built, self-funded production system supporting a home-decor e-commerce operation. Approximately 110 AWS Lambda functions deployed across three repositories using Serverless Framework, with a React + TypeScript dashboard, automated data pipelines, and full CI/CD.

- Architected and operate three independent CloudFormation stacks; manage the 500-resource per-stack hard limit through service-domain splits (core, analytics, social).
- Wrote a Python data pipeline that collects daily metrics from Google Search Console, Shopify, GA4, Pinterest, Instagram, Google Ads, and Google Merchant Center into DynamoDB and S3.

- Built a React + TypeScript + Vite operations dashboard deployed via S3/CloudFront with WAF, used for content automation, pricing intelligence, and analytics.
- Implemented EventBridge-driven scheduled publishing with exact-time execution and 6-hour fallback runs.
- Centralized observability via CloudWatch alarms forwarding to Slack through SNS; structured logging across all services.
- All secrets in AWS SSM Parameter Store; GitHub Actions for tests, AI-assisted code review, and auto-deploy on merge to main.
- DynamoDB streams and SQS workers drive vendor-feed ingestion and Shopify inventory sync with idempotent retries.

## EDUCATION

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**Bachelor's Degree, Network Engineering and Computer Systems** — Vatterott College, Sunset Hills, MO | Dec 2005

**Associate Degree, Computer Systems and Networking** — Vatterott College | Jun 2004

3.8 GPA | Perfect attendance, 90-week program

## CERTIFICATIONS

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CompTIA A+ | Red Hat Certified Technician (RHCT) | Nimble Installation and Operation Professional (NIOP)