

# Jesse Michelsen

## Senior DevOps / Platform Engineering Manager

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Senior DevOps and Platform Engineering leader with a decade owning reliability for a globally distributed, 10,000-server video infrastructure platform. Held 99.995% availability through major parallel migrations while delivering tens of millions in annual cost savings across observability, FinOps, and infrastructure modernization. People manager and hands-on technologist: builds high-trust teams, disciplined incident practice, GitOps delivery, and self-hosted platform services at scale.

### CORE SKILLS

**Infrastructure & Orchestration:** Kubernetes (EKS, GKE, AKS), Helm, ArgoCD, Terraform, CloudFormation, Docker, Service Mesh, Autoscaling, Multi-cloud

**Observability & Reliability:** Prometheus, Grafana, OpenTelemetry, fluentbit, Distributed Tracing, SLO/SLI/SLA, Error Budgets, Incident Management, On-call, MTTR, Blameless Postmortems, HA, DR

**Cloud & FinOps:** AWS (primary), GCP, Azure, Kubecost, Cost Optimization, FinOps Governance, Reserved Instances / Savings Plans, Vendor Negotiations

**CI/CD & Developer Tooling:** Pipeline Design & Ownership, Self-service Templates, GitHub, GitLab, Jenkins, Screwdriver, Azure DevOps, Release Engineering, Ephemeral Environments

**Secrets & Identity:** HashiCorp Vault (self-hosted on Kubernetes), CI/CD & workload authentication, Kubernetes Auth, RBAC, Zero-trust IAM patterns, SSO Flows

**Data & Messaging:** RabbitMQ, Elasticsearch, OpenSearch, Redis / Valkey, PostgreSQL, MongoDB

**Security & Compliance:** SOC 2, ISO 27001, DevSecOps, Least-privilege Enforcement, Static Analysis Integration, Security Hardening

**Leadership:** Engineering Management, Hiring, Coaching & Career Development, OKRs, Roadmap Ownership, Cross-functional Coordination, Technical Strategy, Software Maturity Model

**Languages:** Python, Django, Flask, PHP, Bash, SQL

### EXPERIENCE

#### Sr. DevOps / Platform Engineering Manager · Uplynk (formerly Edgio)

June 2024 to April 2026

People manager: 15 engineers across 3 countries and 5 time zones

- Led 15 engineers across 3 countries and 5 time zones; maintained 0% attrition and delivered all committed and stretch roadmap goals through a major organizational restructuring.
- Maintained 99.995% availability across a 10,000-server globally distributed estate through two major parallel infrastructure migrations.
- Delivered \$2.7M in platform cost optimization: SignalFX to Prometheus/Grafana (\$700k/year), vendor contract renegotiations (\$2M/year), and a Graviton rearchitecture cutting 30% of a \$1M/month compute spend (\$3.6M/year).
- Led a year-long observability migration (SignalFX to Prometheus, Grafana, and OpenTelemetry) coordinating 50+ engineers, with parallel dual-write OTel validation, full-org training, and DR plans authored and accepted by leadership.
- Owned and operated production RabbitMQ, Elasticsearch, OpenSearch, and Redis/Valkey clusters as the shared services layer for product engineering teams.
- Managed self-hosted HashiCorp Vault on Kubernetes; expanded Vault-based authentication for CI/CD pipelines, developer tooling, and platform service access control.
- Built and enforced GitOps delivery with ArgoCD and Terraform to eliminate configuration drift at scale; led phased migration from bare-metal and EC2 to Docker and Kubernetes.
- Designed an org-wide Software Maturity Model and led enterprise AI tooling adoption (GitHub Copilot, Amazon Q, Kiro) with role-based access controls and safety guardrails.
- Reduced P1/P2 incident frequency by 20%; ran blameless postmortems as a named practice; partnered on SOC 2 and ISO 27001 readiness.

#### DevOps Manager · Edgio (formerly EdgeCast)

June 2022 to June 2024

People manager: two concurrent teams, around 20 engineers total

- Eliminated over \$1M/year in SLA credit costs by rebuilding incident response, improving observability coverage, and redesigning on-call rotations for time-zone coverage, cutting MTTR from about 30 minutes to under 5.
- Led the EC2 to Kubernetes/EKS migration, reducing monthly compute costs by 15% (\$150k/month, \$1.8M/year).
- Migrated logging from Splunk to Observe (\$500k/year), coordinating a dozen teams across multiple quarters and training the full engineering org.
- Maintained 99.995% availability through multi-quarter migration initiatives.
- Ran a five-person performance engineering team executing smoke and load testing at 10M concurrent users; built self-service canary/branch environments and ephemeral per-pipeline-run environments for production parity.
- Managed self-hosted HashiCorp Vault on Kubernetes; standardized CI/CD, deployment orchestration, and IaC; established OKRs, career ladders, and quarterly planning; partnered with Security on SOC 2 readiness.

## Sr. DevOps Engineer · EdgeCast (formerly VDMS)

September 2021 to June 2022

Individual contributor

- Built and maintained tooling for a 10,000-server globally distributed estate requiring granular permissions and detailed observability.
- Led the EC2 to Kubernetes/EKS migration: built the platform with Helm and Terraform from scratch, function- and performance-tested, and coordinated production cutovers under high-uptime requirements.
- Maintained CI/CD continuity across five platform transitions (GitLab, Jenkins, Screwdriver, GitHub, GitLab), building a self-service reusable template library with versioning and security standards at each.
- Owned self-hosted HashiCorp Vault on Kubernetes for CI/CD and developer-tooling authentication; built SSO flows and RBAC for internal platform services.
- Chaired the change approval board governing deployment standards across the 10,000-server estate.

## Lead Software Engineer (Technical Lead) · VDMS

October 2016 to September 2021

Technical lead: directed 20+ engineers over tenure (interns through architects)

- Provided technical leadership to 20+ engineers over tenure, owning onboarding, documentation, training, architecture, and CI/CD from MVP through production rollout.
- Built and led a multi-cohort intern program (designed the coding exam, sourced candidates, acted as PM and scrum master) with 100% conversion to full-time hire; all intern projects shipped to production.
- Built the Server-Side Ad Insertion (SSAI) platform from a monolith feature into a standalone service; owned architecture, ad-server integrations, and scaling.
- Led the Vagrant to Docker to Kubernetes modernization: dockerized a dozen-plus applications and built the Kubernetes/EKS platform from scratch with Helm and Terraform under 99.995% uptime requirements.
- Built the original ephemeral CI/CD environment system (per-run environments from Dockerfile, docker-compose, and pip specs in Kubernetes pods) with local/CI parity, eliminating "works on my machine" failures org-wide.
- Created an internal API standard (versioning, auth, error handling) with org-wide adoption; designed reusable auth and class-based view systems for dozens of APIs; designed persistence and caching with Postgres, Redis, and Elasticsearch.

## EARLIER

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- **Send Out Cards** · Sr. Full-Stack Engineer (Team Lead), 2016 to 2017. Led a six-engineer team through a ground-up rewrite of core product modules; modernized the Django/Python stack.
- **Splyced Ventures** · Founder, WordPress Development & Hosting, 2012 to 2018. Designed and operated a multi-tenant WordPress hosting platform on a hardened nginx/Varnish/Percona stack; delivered client MVPs across Python and PHP; provided technical SEO and page-speed consulting.
- **Neutron Interactive** · Lead Frontend Developer, 2014 to 2016.
- **Manteresting.com** · Cofounder / CTO, 2012 to 2014. Built and launched a Python/Django social product through growth and acquisition.

## EDUCATION

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**B.S., Software Engineering & Information Technology** · University of Phoenix, 2010