

# JONATHAN ALTIERI

Site Reliability Engineer | Infrastructure Automation | Production Systems

## TECHNICAL SKILLS

**Languages:** Python, SQL, C++, C#, Bash

**Monitoring:** Prometheus, Grafana, Datadog, Splunk/ELK (and equivalents)

**Infrastructure:** Kubernetes, Docker, Chef, Linux (RHEL/Ubuntu), Nginx

**Cloud/Network:** AWS, F5 Load Balancers, MetalLB, DNS, IPv4/IPv6, VLANs, ACLs

**Data:** Time-series databases, SQL analytics, Jupyter notebooks

**Tools:** Git, Thrift/gRPC, CI/CD pipelines, Terraform

**Practices:** SRE, SLO/SLI, Incident Management, Infrastructure as Code

## CERTIFICATIONS

AWS Certified Security - Specialty (April 2022)

AWS Certified Solutions Architect - Associate (October 2021)

## WORK EXPERIENCE

**ACCENTURE @ META** | Network Infrastructure Engineer / SRE

*August 2023 - Present*

### ***Production Reliability & Incident Response***

- Owned and resolved 16 production incidents (including P1/P2 severity) affecting 1000+ users, maintaining system availability for executive demos and critical business operations
- Completed 2,100+ oncall hours across 24/7 and business-hours rotations, providing rapid incident response for AWS tooling and production infrastructure
- Investigated and mitigated packet loss incidents affecting distributed services; recovered Kubernetes control plane availability by remediating failed nodes during network outages
- Coordinated cross-functional incident response with networking, security, and infrastructure teams to minimize MTTR during critical outages

### ***Monitoring, Observability & SLO/SLI Dashboards***

- Designed and built SLO/SLI dashboards (similar to Grafana/Datadog) tracking HTTP, ICMP, SSH health metrics, connection latency, packet loss, and throughput across 8+ global data centers
- Integrated time-series metrics (comparable to Prometheus/InfluxDB) for real-time service health visualization with historical trend analysis
- Tuned alerting thresholds and severity classifications to reduce false positives, improving signal-to-noise ratio for actionable oncall alerts
- Built network probe heatmap visualizations with async data fetching from time-series databases for real-time infrastructure health monitoring

### ***Python & Distributed Systems***

- Developed Python data pipelines processing hardware inventory across 10,000+ devices, extracting and categorizing CPU/GPU/memory specifications from distributed databases
- Built 43+ SQL analytics queries for hardware resource analysis and device fault diagnostics across petabyte-scale datasets
- Authored 24 Jupyter-style notebooks for automated device categorization, network monitoring, and data quality analysis
- Migrated service APIs from legacy Thrift to thrift-python, enhancing parameter handling for telemetry and inventory updates

### ***Infrastructure Automation & Linux***

- Managed Kubernetes cluster operations including control plane recovery, node lifecycle management, and failover handling during network incidents
- Deployed DMZ architecture at multiple data centers (London, Ashburn) with reverse proxies, F5 load balancers, and MetalLB endpoints
- Automated Linux server configurations using Chef including systemctl tuning, cron job scheduling, and log forwarding pipelines
- Created network validation automation tools for VLAN configuration verification via MAC address, hostname, and serial number lookups

**SIX NINES IT, LLC | Solutions Architect**

*October 2021 - October 2023*

- Architected hybrid-render AWS infrastructure using Terraform for gaming customers running Autodesk, Unreal Engine, Nuke, and Blender workloads
- Built serverless multiplayer game backend using AWS GameLift, Lambda, ECR, and CloudFormation
- Developed Python-based Shotgun plugin for Slack integration supporting Epic render pipeline team
- Created and published AWS Marketplace demo featuring two-step EC2 launcher with Unreal Engine 5 integration

**ENGINEERING & COMPUTER SIMULATIONS | MR Software Engineer**

*July 2019 - October 2021*

- Developed TC3 Sim medical training simulation integrating HaptX, Leap Motion, and Ultrahaptics hardware
- Built WebGL-based multiplayer training environment for VA Medical Center

**SSE, INC | Unity Programmer**

*May 2019 - July 2019*

- Developed P8A Poseidon aircraft maintenance simulation with regression recording capabilities

**SIMIGON, INC | Software Engineer**

*November 2018 - May 2019*

- Created T-6A and IAF Air Force cockpit instruments including gauges, dials, and interactive switches using C++

**MEGGITT TRAINING SOLUTIONS | Software Engineering Intern**

*May 2018 - November 2018*

- Converted legacy weapon test application from Visual Studio 2005 to 2013; implemented TCP/IP and DDS XML messaging agents in C++

**EDUCATION**

**Master of Science in Entertainment Business** - Full Sail University, Orlando, FL (2018-2019)

**Bachelor of Science in Game Development** - Full Sail University, Orlando, FL (2014-2017)