



# JAKE HERBST

Senior DevOps & Infrastructure Engineer

[jmherbst@gmail.com](mailto:jmherbst@gmail.com) | [linkedin.com/in/jakeherbst](https://linkedin.com/in/jakeherbst) | [github.com/jmherbst](https://github.com/jmherbst) | [jakeherbst.com](https://jakeherbst.com)

---

## EXPERIENCE

---

### Senior DevOps Engineer

March 2025 – Present

BuildTime

*Sole DevOps and Infrastructure Engineer responsible for evolving BuildTime into a scalable, highly available SaaS platform serving signatory contractors' mission-critical timekeeping, payroll, and workforce management operations.*

- Rearchitected entire infrastructure from single-VM deployment to highly available, multi-AZ SaaS platform — migrated from MongoDB 3 to replicated cluster, upgraded Node.js 16→18, implemented atomic deployments with PM2, and automated multi-environment deployments via GitHub Actions with Terraform-managed GCP load balancers and Cloudflare proxy
- Reduced critical clock-in/out latency from 15 seconds to sub-1-second by implementing full-stack observability (centralized logging, Node.js runtime metrics, distributed tracing, frontend RUM/session capture) and using CPU/event-loop profiling to eliminate performance bottlenecks, establishing SLOs for business-critical operations
- Established comprehensive CI/CD pipeline including automated API tests, ephemeral full-stack QA environments, unit testing, and continuous deployment to dev/production environments
- Developed production-parity local development environment with Docker Compose stack and custom CLI tooling enabling developers to manage local services, tunnel to remote databases, retrieve logs, and streamline development workflows
- Pioneered AI-driven engineering practices across the organization — leveraged AI to accelerate infrastructure modernization, standardized AI-assisted bug reporting workflows company-wide, and upleveled engineering team's AI capabilities to improve productivity and code quality

### Senior Site Reliability Engineer

September 2023 – February 2025

Workday

*Site Reliability Engineer focused on developer improvements, observability, and cloud infrastructure.*

- Researched, proposed, and implemented Apache's DevLake tool to help teams better understand their development practices and identify areas for improvement
- Introduced and integrated security tools (git-secrets, SonarQube) into the development pipeline, enabling early identification and resolution of security vulnerabilities, thereby reducing risk and improving code quality
- Led the migration of containerized services from CentOS 7 to CentOS 9, enhancing system security, performance, and compatibility with modern applications

### Senior Site Reliability Engineer

March 2022 – September 2023

Cypress.io

*Software and Cloud Infrastructure Engineer focused on site reliability, observability, and cloud infrastructure for SaaS product.*

- Instrumented services running in Heroku with Prometheus metrics and Grafana Agent sidecars to enable better observability and alerting
- Deployed and managed AWS infrastructure (RDS, ECS, Redshift, etc.), GitHub configuration, and Grafana configuration with Terraform
- Improved processes and tooling to speed up the overall release process and reduce developer toil
- Migrated multiple services from Heroku to ECS to reduce operational spend and improve observability

## Senior Site Reliability Engineer

April 2015 – March 2022

Mailchimp | Intuit

*Designed and implemented tooling to improve deliverability, monitoring, performance, and efficiency.*

- Transitioned Mailchimp's manual deployment process which deployed large releases every 5 weeks to a continuous deployment and delivery pattern that deploys up to 150 times a day
- Improved developer and database engineer experience around database migrations and scheduled jobs
- Implemented observability and auto-remediation for application load balancers (nginx) and HTTP servers (Apache)
- Added site-wide external monitoring for most high-level endpoints across the entire infrastructure
- Established capacity and utilization metrics to better understand infrastructure utilization and estimate need for additional infrastructure to support growth
- Planned and led a major initiative to upgrade hundreds of critical servers to latest OS and hardware with zero downtime
- Created logging pipeline to centralize orphaned AWS logs into existing ELK stack, streamlining the developer and support experience
- Led a team of core site reliability engineers to handle cross-cutting engineering projects enabling the organization to identify and approach hurdles preventing service migration to GCP

## Systems Engineer

June 2013 – April 2015

Tropo, Inc.

*Responsible for production infrastructure in AWS EC2, configuration management, and building tooling for support and engineering teams.*

- Developed tooling (Ruby + Sinatra) enabling support and product engineering teams to easily administer customer accounts
- Managed application infrastructure in AWS EC2
- Automated configuration management processes with Chef cookbooks

## Systems Engineer

June 2011 – June 2013

Hewlett-Packard

*Responsible for automation of server configuration and build-out for HP internal IT projects.*

- Built and configured physical and virtual Linux and HP-UX servers for HP internal IT projects
- Developed and managed build automation tools and configuration management tools

## EDUCATION

---

### Bachelor's Degree

2007 – 2011

The University of Alabama

Management Information Systems / Computer Science