

JACOB SMITH



CONTACT

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- jresmith.com

CERTIFICATIONS

- AWS Certified Solutions Architect - Associate, 01/24, AWS
- JNCIA-Junos Certification, 01/18, Juniper Networks

SKILLS

Cloud & Platform Engineering

- AWS (infrastructure design, high-availability patterns)
- Infrastructure as Code (Terraform, Ansible)
- Kubernetes (cluster design, manifests, Helm, GitOps with ArgoCD)
- CI/CD Pipelines (GitHub Actions, GitLab Pipelines)

Observability & Reliability

- Prometheus, Grafana, Loki, yace, alloy, promtail

SUMMARY

SRE and Platform-focused engineer with 11 years of experience across infrastructure, automation, and operational reliability. Strong background in Linux systems, monitoring, incident response, and building internal tooling that improves deployment speed and system resilience. Recently expanded skillset into cloud-native technologies — Terraform, Kubernetes, and modern IaC workflows — through structured lab projects and portfolio work. Now transitioning from IT management back into hands-on engineering roles focused on reliability, automation, and scalable platform design.

PORTFOLIO PROJECT

'Workhorse' AWS Terraform + Kubernetes Platform (Personal Lab, 2026)

A production-style cloud platform built to practice read SRE and Platform Engineering workflows.

- Built an **AWS EKS** cluster using **Terraform** modules (VPC, node groups, IAM, cluster config).
- Implemented GitOps deployments with **ArgoCD**.
- Built full observability stack using **Prometheus**, Loki, Grafana, yace, alloy, and promtail.
- Designed **Grafana dashboards** for cluster health, AWS metrics, and log correlation.
- Applied **SLA/SLO/SLI** framework to define reliability targets and monitoring priorities.
- Added **CI pipelines** for Terraform plan validation, Kubernetes manifest checks, and security scanning.
- Created **documentation** covering architecture, design decisions, case studies, and diagrams.

- SLA/SLO/SLI design
- Incident response & root-cause analysis

Systems Engineering

- Linux Administration (Ubuntu, Red Hat, FreeBSD)
- Networking fundamentals (DNS, routing, load balancing)
- High availability & disaster recovery
- Virtualization & VM host management

Programming & Automation

- Bash, Python

EDUCATION

07/2015

BSc - Mathematics

Lancaster University
Lancaster, UK

- First Class Honours
- Various modules across mathematical and statistical fields

- Practiced rollout/rollback, drift detection, incident simulation, and lifecycle management.

EXPERIENCE

Operations Software Engineer Darktrace

03/2019 - 01/2022

- Spearheaded the implementation of automated monitoring scripts, reducing incident response times by 300% and improving operational efficiency within 6 months.
- Developed CI/CD automation increasing deployment frequency by 75% within 3 months, enhancing software delivery timelines.
- Designed and deployed an Ansible Automation Platform, reducing deployment times by 200%.
- Automated updates and maintenance across Linux environments, improving stability.
- Managed VM hosts and virtual test environments supporting development and QA.
- Actively collaborated with cross-functional teams to identify and address recurring issues, significantly improving overall system reliability.

Cyber Infrastructure Engineer Darktrace

01/2022 - 05/2024

- Designed and implemented resilient corporate infrastructure projects, improving disaster recovery posture.
- Owned and maintained infrastructure supporting multiple technical teams across AMER.
- Acted as primary escalation point for business-critical systems outside of the EMEA region, resolving issues quickly.
- Managed virtualized environments and internal tooling used for development and operational workflows.

US IT Support Manager Darktrace | San Francisco, California

05/2024 - Current

- Improved operational reliability across AMER, enforcing SLAs, and driving a 65% increase in support quality through automation and technical upskilling.
- Coordinated high-severity incidents with rapid cross-functional engagement and clear communication.
- Partnered with engineering on recurring issues and contributed to root-cause analysis.
- Strengthened team capability through process improvements aligned with reliability engineering principles.

Earlier Roles (Sysadmin & Operations Support)

Darktrace | Cambridge, UK

08/2015 - 03/2019

- Strengthened network reliability through proactive monitoring solutions.
- Delivered on-call technical support ensuring SLAs were met.
- Developed strong Linux troubleshooting and problem-solving skills.

PROJECTS

- **Professional Website Hosting - www.jresmith.com** Hosted a personal professional website on Amazon S3 with CloudFront for global distribution, TLS, and caching, 07/2026
- Disaster recovery infrastructure using Veeam, 05/2023 - 05/2024
- Monitoring redesign (Nagios & Prometheus), 10/2019 - 12/2021
- CI/CD automation, 11/2020 - 12/2021
- Ansible Automation Platform, 02/2021 - 12/2021