

Troy C. Thompson

Platform Engineer/SRE

troycthompson@gmail.com • (510) 414-9612
linkedin.com/in/troycthompson • Oakland, CA, 94611

20+ years of cloud operations on AWS, Kubernetes at scale, reliability and monitoring, cost governance, automation, and tooling.

Selected Achievements

- \$183K/year in wasted AWS spend eliminated across seven AWS accounts via a billing-driven analysis pipeline
- 315 production incidents carried on primary on-call across three platforms on multi-region AWS EKS and GCP
- 20+ client AWS estates operated on a 24x7 rotation, each inside the customer's own environment

Core Skills & Technologies

- **Cloud & Infrastructure:** AWS (EC2, EKS, IAM, Cost Explorer, CloudFormation, Lambda, Control Tower), GCP, Terraform, Linux, Networking, Proxmox, PostgreSQL
- **Automation & CI/CD:** Jenkins, Ansible, GitHub Actions, GitLab CI
- **Containerization & Orchestration:** Docker, Kubernetes (K8s), EKS, ECR, Helm, K3s, KEDA
- **Monitoring & Observability:** Prometheus, Grafana, Elasticsearch/Kibana, Loki, CloudWatch, New Relic, PagerDuty
- **Scripting & Development:** Python, Bash, Go, Django
- **Debugging & Troubleshooting:** System performance tuning, incident response, on-call
- **Security & Compliance:** IAM policies and least privilege, secrets management, HIPAA-compliant security

Professional Experience

Cornerstone OnDemand, Dublin, CA

Jul 2025 - Sep 2026

Site Reliability Engineer

Cloud Operations SRE for Cornerstone's learning platforms on multi-region AWS EKS and GCP. Handled 315 production incidents and 110 tickets on primary on-call, and built tooling, logging, and cost-analysis systems that improved reliability and cut cloud spend.

- Designed **34 containerized tool environments** (AWS/EKS, GCP, Terraform, PagerDuty, Jira) with safety gates and audit logging, unifying access to 18 EKS clusters (280+ nodes), then 17 Galaxy 2.0 clusters in 13 accounts.
- Fixed a silently failing Elasticsearch retention job; the fix purged 480 stale indices in 68 seconds and cut cluster disk use from ~90% to under 50%.
- Rebuilt the dev logging pipeline for the skills/AI platform (Filebeat, Elasticsearch, Kibana), handling 7.8M+ log events per day from 17 applications.
- Resolved production incidents, re-enabling 14 paused KEDA autoscalers to clear Sidekiq job backlogs and recovering Elasticsearch clusters from disk exhaustion (920 GB freed in one incident, no data loss).

Nonagon Media, Oakland, CA

Jan 2024 - Present

DevOps Engineer

Founded Nonagon Media as an independent DevOps consultancy, specializing in AWS architecture, automation, and CI/CD solutions.

- Recovered ~\$1,610/year auditing an AWS estate after a teardown left two NAT gateways and three EIPs stranded.
- Developed a **Terraform template library**, standardizing infrastructure provisioning and reducing setup time.
- Built Prometheus, Grafana, Loki and Alertmanager from nothing; a host-down event suppresses its dependent service alerts.
- Runs an in-house R&D platform (Terraform, Ansible, Jenkins) to build and prove services before offering them to clients.

DevOps Engineer

- Shipped client releases through a standardized Terraform and Chef pipeline, entering each client's environment through their bastion and routing changes by node class.
- Carried on-call across client estates, delivering hotfixes through the same Terraform and Chef path as scheduled releases.
- Handled ad-hoc client work from the ticket queue: system patching, Terraform module changes and deployments.

Zoox, Foster City, CA

Jun 2024 - Dec 2024

DevOps Engineer

- Enhanced existing infrastructure automation workflows using Terraform, SaltStack, and Bamboo, reducing provisioning errors and improving deployment efficiency by 60%.
- Led the migration of the SolidWorks license server across data centers, ensuring **zero downtime** through detailed planning and rollback procedures.
- Optimized SaltStack configurations, eliminating redundant pillar and stack file steps, reducing execution time by 40%.
- Implemented and maintained DNS records with IPAM and PowerDNS, enhancing network reliability and reducing resolution errors.

Healthbucks, Miami, FL

Jan 2023 - Jul 2023

Lead DevOps Engineer

Overhauled infrastructure across development, staging, and production with HIPAA-compliant security, optimizing AWS (EC2, ECS, IAM, CodePipeline, Route53, VPC) with Terraform and Git.

- Migrated proof-of-concept software from **Google Cloud Platform to AWS**, improving system performance and scalability.
- Designed and implemented a CI/CD pipeline, accelerating deployments and reducing manual intervention.
- Integrated HIPAA-compliant security controls, ensuring secure deployment practices and reducing compliance risks.

Mphasis/Stelligent, Reston, VA

Aug 2021 - Jan 2023

DevOps Engineer II

Built and automated AWS infrastructure with Terraform and CI/CD pipelines, working with cross-functional teams to deliver scalable, repeatable Infrastructure as Code environments.

- Developed an AMI automation system, **reducing software deployment time by 60%** and improving system uptime.
- Implemented Infrastructure as Code (IaC) using Terraform, minimizing configuration drift and improving system consistency.
- Led the adoption of CI/CD pipelines, accelerating software releases and reducing deployment failures by 40%.

Crystal Equation, Fremont, CA

May 2020 - Jul 2021

Application Technician

Supported a 4.5TB/month Splunk installation, migrating workloads to in-house tooling and reducing licensing costs on an estate running to nearly \$10M a year, and building Tableau-integrated dashboards that cut report generation time by 70%.

DevOps Engineer

- Supported 20+ client AWS estates, each with its own configuration, carrying a 24x7 on-call rotation across all clients.
- Managed both internal and client codebases with Chef and Terraform, and designed solutions for chronic cross-client issues.
- Built a Lambda pipeline rotating client logs from the web stack through CloudWatch and S3 to Glacier.

Additional Professional Experience

Auris Robotics, Redwood City, CA Oct 2019 - May 2020

DevOps Engineer (Contract)

Developed a structured retention policy for Artifactory, automating cleanup processes to optimize storage and improve system performance. Managed AWS infrastructure across 50+ servers and supported CI/CD workflows using GitLab and Bash.

IT Renew, Newark, CA Jul 2019 - Oct 2019

Site Reliability Engineer (Contract)

Created Ansible playbooks for software installation and updates, automating deployments for hardware testing and development teams. Managed over 50 servers, leveraging IPMI, Golang, and custom Ansible variables to optimize infrastructure management.

Stitcher, San Francisco, CA Jul 2018 - Jul 2019

DevOps Engineer

Implemented a foundational Docker container framework to standardize code generation across development teams. Led rollback strategy development, AWS cost evaluations, and monitoring improvements using New Relic and Jenkins.

Military Service

United States Army — Telecommunications Operator, 86th Signal Battalion, 1995. Held Top Secret clearance (inactive).

Licenses & Certifications

AWS Certified Solutions Architect – Associate · AWS Certified Cloud Practitioner (both active, recertifying 2026) · AWS Partner Accreditations: Technical, Cloud Economics, Business