

# MICHAEL RILEY JR.

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## PROFESSIONAL SUMMARY

"Customer-focused infrastructure engineer with 3.5 years applying SRE principles to enterprise customer success. Managed diverse portfolio of technical escalations including production outages, platform-wide incidents, and database performance optimization—with critical cases escalating to C-level stakeholder involvement. Contributed to automation and tooling initiatives that improve customer reliability and reduce manual processes. Strong PostgreSQL/MySQL background with distributed systems troubleshooting across AWS infrastructure. Conference speaker (DjangoCon US 2024, 2025, Drupal Developer Days Athens 2026)."

## TECHNICAL EXPERTISE

**Customer Success Engineering:** Complex escalation management • Incident command & RCA • Proactive reliability engineering • Technical advisory • Customer advocacy • Cross-functional stakeholder collaboration • SLA management • API troubleshooting (RESTful, GraphQL, OAuth/OIDC, webhooks, rate limiting) • Developer support • Technical documentation • Zendesk

**Databases & Infrastructure:** PostgreSQL (performance optimization, replication) • MySQL • Redis • MongoDB • Elasticsearch/OpenSearch • AWS (EC2, RDS, S3, CloudFront, Route53, VPC, CloudWatch) • Distributed systems troubleshooting

**Development & Automation:** Python (Django, microservices, CLI tools) • Bash • Go (developing) • GitLab CI/CD • Docker • Infrastructure-as-Code • Puppet/OpenVox

**Communication:** Technical writing • Conference speaking • Customer-facing presentations • Async/remote work • Executive stakeholder management

## PROFESSIONAL EXPERIENCE

**Upsun (Formerly Platform.sh)** | Remote | **July 2022 – Present**

*Elite Cloud Support Engineer* | May 2023 – Present

- Led critical Black Friday incident response for enterprise e-commerce customer during 4+ hour production outage—identified root cause missed by multiple engineers, escalated to SRE team at appropriate juncture, and proactively identified follow-on platform risks validated during subsequent customer engagement
- Managed portfolio of 50+ complex technical escalations including platform-wide incidents (multi-region gateway outages), SEV 1/2 production issues with C-level visibility, database performance problems (deadlocks, replication failures), and cross-functional investigations—consistently identifying root causes and coordinating resolution across SRE, infrastructure, and engineering teams
- Built Python CLI tool to automate Fastly CDN security auditing for enterprise fleet customer with 300+ projects—validating TLS configurations, mTLS enforcement, and origin shielding to eliminate 10+ hour manual audit processes and establish ongoing security compliance workflow
- Serve as trusted technical advisor for enterprise customers across e-commerce, gaming, and consumer goods sectors—providing proactive reliability guidance, translating business requirements into technical solutions, and advocating for customer needs within engineering organization to prioritize features that unblock strategic accounts
- Partner cross-functionally with Customer Success, Engineering, and Infrastructure teams on complex account situations—providing technical expertise to inform account strategy, advocating for features that unblock strategic customers, and identifying platform improvements based on customer needs

- Participate in on-call rotation as part of uptime operations, ensuring rapid response to production incidents and maintaining high SLA commitments for enterprise customers—diagnosing issues across distributed systems including container orchestration, database performance, networking, and deployment pipelines

### **Engineering & Infrastructure Collaboration**

- Diagnose and resolve complex distributed systems issues across AWS infrastructure including database performance and replication (PostgreSQL, MySQL), container orchestration, CDN configuration (Fastly), and containerized workloads—troubleshooting core services including ElasticSearch/OpenSearch, RabbitMQ, Redis, Apache Solr, and GlusterFS storage systems
- Collaborate directly with engineering teams on root cause analysis and implementation of platform stability fixes—providing customer context to prioritize bug resolution, feature development, and infrastructure improvements based on production impact

### **Team Enablement & Knowledge Distribution**

- Trained and mentored 3 engineers on platform architecture, troubleshooting methodologies, and incident response procedures—enabling team scalability through structured onboarding, documentation, and knowledge transfer
- Developed and contributed to internal knowledge base documentation for troubleshooting procedures

*Cloud Support Engineer* | July 2022 – Jan 2024

- Provided infrastructure-level troubleshooting for Adobe Commerce customers and enterprise clients—managing complex technical cases requiring deep database expertise and distributed systems knowledge in high-traffic production environments
- Led multiple high-priority incident responses demonstrating technical leadership and customer communication skills that contributed to promotion to Elite tier within 10 months

### **IT Support & Systems Administration – Aunt Martha's Health and Wellness | Mar 2021 – July 2022**

- Managed IT infrastructure across 34-site healthcare network, developing PowerShell automation scripts for system management

### **Systems Administrator - greatnews.life | June 2020 – Mar 2021**

- Managed Linux infrastructure (Apache/Nginx/MySQL) and developed Python automation scripts

## **TECHNICAL PROJECTS & INITIATIVES**

**PageOps Monitoring Tool** | Oct 2024 – Present

- Developed monitoring tool for multi-service environments with automated PagerDuty alerting—supporting containerized workloads (Docker, Incus) and critical services (PostgreSQL, Patroni, RabbitMQ) for proactive reliability management

## **SPEAKING & COMMUNITY ENGAGEMENT**

- DjangoCon US 2024 (Durham, NC) & 2025 (Chicago, IL) – Presented technical talks to 400+ attendees on legacy Django migration strategies and Wagtail CMS architecture patterns
- Drupal Developer Days Athens 2026 (Upcoming, April) – "Stop the Stampede: Scaling and Defending Drupal in the Age of AI Scrapers"
- DjangoCon US 2025 Contribution Sprint – Developed Django deployment plugin for streamlining application deployments

## **EDUCATION**

**Bachelor of Science in Computer Science** | Expected May 2026

Western Governors University | Salt Lake City, UT • Certifications: CompTIA Project+, ITIL Foundation, LPI Linux