

Brandon Patterson - Resume

BRANDON PATTERSON — SITE RELIABILITY ENGINEER

Charlotte, NC | [linkedin.com/in/pattersonbl2](https://www.linkedin.com/in/pattersonbl2)

A driven engineering professional highly regarded for progressive experience leading cloud-native infrastructure and site reliability initiatives at scale. Recognized as a motivated self-starter with proven success in Kubernetes administration, cloud migrations, and infrastructure automation across GCP and AWS. Builds internal platforms to empower product teams and scale service reliability. Passionate about open source, scalable systems, and mentoring high-performing teams.

CORE COMPETENCIES

Cloud & Infrastructure: GCP, AWS, Terraform, Kubernetes, Docker, Helm | **CI/CD & Automation:** GitHub Actions, CircleCI, Jenkins | **Programming Languages:** Python, JavaScript, TypeScript | **Networking:** Cloud Networking, Kubernetes Networking, NGINX proxy, DNS, Network Security | **Leadership:** Incident Management, Cross-functional Collaboration, Infrastructure Planning

PROFESSIONAL EXPERIENCE

Mid-Level DevOps Engineer | Jasper.ai | Remote | 2026 – Present

- Leading initiatives to modernize infrastructure and reduce technical debt accumulated during rapid growth.
- Implementing comprehensive observability practices including metrics, logging, and distributed tracing to improve system visibility and incident response.
- Building and improving CI/CD pipelines and deployment automation to increase developer velocity and reduce manual operations.
- Establishing reliability best practices and incident response procedures to improve system stability.
- Collaborating with engineering teams to identify and address infrastructure pain points and scalability concerns.

Site Reliability Engineer | Mozilla | Remote | 2023 – 2025

- Launched a new infrastructure design in GCP using Terraform, reducing manual overhead and improving scalability.
- Created reusable infrastructure for shared environments, automated tasks, improved onboarding to the shared cluster, and reduced deployment time from hours to seconds.
- Migrated production workloads from AWS to GCP, achieving a 40% cost reduction.
- Managed multi-tenant Kubernetes clusters supporting 50M+ users, ensuring high availability and performance.

- Developed Helm charts and CI/CD pipelines (GitHub Actions) to standardize deployments and improve developer velocity, increase output, and virtually eliminate manual labor hours for push production releases.
- Acted as incident responder for critical services, driving root cause analysis and reliability improvements.
- Participated in MozCloud platform's rotational triage support schedule.
- Drove initiatives across SRE spectrum for several production services, including observability, automation, release engineering, capacity planning, and on-call operations.

Software Engineer, Hubs Support | Mozilla | Remote | 2021 – 2023

- Supported GKE infrastructure and improved operational efficiency across production environments.
- Collaborated to build GKE infrastructure, driving faster deployments and ease of use by end-users.
- Built internal QA tools in TypeScript for automated test workflows.
- Automated key testing features to decrease time to completion by 75% (1 day to < 2 hours).
- Enhanced CI/CD pipelines with GitHub Actions, reducing deployment friction.

SysOps Administrator (Azure/AWS) | Audacious Inquiry | 2020 – 2021

- Served as Identity Access Management SME for Azure AD, managing secure access for 200+ users.
- Implemented new endpoint protection services, maintaining compliance with data privacy certification standards.
- Deployed AWS infrastructure using Terraform, automating onboarding processes and reducing onboarding time by 10%.
- Managed SSL certificates and DNS for state agency systems, ensuring 100% compliance and uptime.

IT Administrator | Single Stone Consulting | Richmond, VA | 2019 – 2020

- Oversaw daily IT administration tasks, including user provisioning, software updates, and system troubleshooting for consulting teams, reducing ticket resolution time.
- Managed shared Windows hybrid cloud environment for financial operations, office servers, and cloud via AWS.
- Leveraged AWS expertise to reduce cloud service downtime and expand server as needed.

CONSULTANCY & SPECIAL PROJECTS

- **GCP Migration (2024 – 2025)** — Led application migration from single-tenant to shared Kubernetes clusters, improving resource efficiency and clarity.
 - **Email Services Deployment (2023 – 2024)** — Designed and deployed scalable email infrastructure (relay.firefox.com, mozmail.com) using Terraform and AWS.
 - **Technical Support, DLA Windows 10 Migration (2018 – 2019)** — Provided tech support during the DoD's enterprise Windows 10 migration, deploying systems for 500 users across secure environments while minimizing downtime.
 - **VCU Health (2017 – 2018)** — Supported the rollout of a multi-user login system for clinical environments, improving workstation accessibility and reducing single-user conflicts on shared devices.
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EDUCATION

Virginia Commonwealth University, Richmond, VA: Bachelor of Science

CERTIFICATIONS

AWS Certified Solutions Architect - Associate: 2020–2023