

# WILL WILLIS

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## PROFESSIONAL SUMMARY

I specialize in building developer-friendly platforms that allow teams to move fast without breaking things. Leveraging APIs, scripting languages and deep Linux expertise, I create resilient, scalable infrastructure and pipelines that streamline code promotion through lower environments to production. I'm passionate about improving processes and autoautomating repetitive tasks resulting in increased application resiliency and team productivity.

## WORK EXPERIENCE

### **Site Reliability & Cloud Engineer | intelliflo - Remote | December 2022 - August 2025**

Owned and evolved US cloud infrastructure for intelliflo's SaaS platform, architecting infrastructure enhancements and leveraging Infrastructure as Code to manage complex multi-region, multi-account AWS environments. Contributed significantly to the migration of build pipelines from GitHub Actions and CI/CD in Harness.io to Azure DevOps, consolidating CI/CD tooling and improving deployment consistency across application and components.

Designed and implemented comprehensive monitoring and alerting solutions, enabling proactive issue detection and reducing mean time to resolution. Led incident response efforts and conducted post-mortem analyses, implementing process improvements that enhanced system resilience and prevented recurring issues.

Served as Scrum Master for US CloudOperations Team, facilitating SAFe ceremonies, removing technical blockers, and providing executive visibility into delivery risks and feature progress. Refactored and modularized Terraform configurations for MS SQL Server infrastructure including Active Directory, VPC, compute nodes, and SSM integration, reducing deployment time and improving infrastructure maintainability. Built PowerShell SSM documents and Python-based AWS Step Functions to fully automate SQL Server provisioning, eliminating manual processes and reducing deployment errors.

### **Principal Architect - Stability | Invesco - Houston, TX | November 2019 - October 2022**

Proactively identified and remediated "hot spots" across Invesco's production environment to prevent incidents and improve system reliability. Lead triage and troubleshooting efforts for critical incidents with a focus on reducing Mean Time to Recovery. Implemented and maintained comprehensive monitoring solutions using Splunk and AppDynamics, providing end-to-end observability into application performance and infrastructure health.

Developed a modern web application using TypeScript React/Next.js frontend with GraphQL API, Python backend, and Postgres database deployed on AWS to provide critical insights into nightly batch processing, enhancing monitoring and reporting capabilities for both business and application support teams. Successfully identified and remediated over 300 frequently failing jobs in Invesco's overnight batch processing system,

significantly reducing production incidents and downtime. Led the strategic effort to decommission AppDynamics while maintaining comprehensive monitoring coverage through Splunk optimization.

**Team Lead - Investment Services Applications** | Invesco - Houston, TX | March 2015 - Nov 2019

Managed complete application lifecycle for Back Office applications including production support, enhancements, and disaster recovery planning, while leading and prioritizing daily workload for the Application Support and Enhancement team. Collaborated regularly with investment services business analysts to prioritize application enhancement pipelines and provide executive reporting on delivery progress. Owned the Problem Management Process and oversaw business resilience testing with comprehensive gap remediation planning.

Designed and implemented Grafana reporting dashboards with custom InfluxDB time series database schema to capture and alert on critical SLIs including SQL Server recovery times, trade nugget throughput, and active user metrics. Developed a web application providing senior management with real-time visibility into global feed delivery SLAs for both internal and external Invesco systems.

**Automation Engineer, VP** | JPMorgan Chase, Investment Bank - Houston, TX | Jan 2014 - Mar 2015

Responsible for designing and developing comprehensive frameworks and tools to automate production management and application support operations, while defining and enforcing enterprise-wide best practices for API development including version control standards, REST endpoint conventions, and technical documentation requirements.

Developed Mule APIs within the enterprise service bus architecture to integrate disparate systems and enable seamless message routing and data transformation using Java, REST, and JSON protocols. Built a modern web application using Groovy, Grails, and jQuery with Highcharts visualization to provide an intuitive front-end interface for CLI automation tools, enhancing usability for operations teams. Created real-time web-based dashboards delivering live updates on automation status and system health checks across the production environment.

**Sr. Application Service Delivery Lead** | JPMorgan Chase, Investment Bank - Houston, TX | Jun 2008 - Jan 2014

Led the North American Emerging Markets Support Team providing comprehensive production support for trading applications and middleware services across a predominantly Linux environment, while ensuring proper management and timely execution of production activities for critical systems including GEM Murex, GEM Message Broker, and Turkey/Global EMMI Monitor. Directed complex issue investigation and remediation efforts, providing technical solutions to development teams and coordinating vendor relationships with Murex for enterprise-level support.

Developed a Perl-based utility leveraging DBI and Sybase on Solaris to automatically resend trades in error status to downstream systems, delivering ongoing operational savings of 20+ FTE hours per week. Managed application and data backup operations in BREWS, identifying and eliminating redundant backups to achieve significant cost reductions. Led the migration of admin-level application and system accounts into CyberArk Password Vault while spearheading process improvement initiatives to automate redundant tasks and increase

operational efficiency. Analyzed user account configurations to identify toxic permission combinations prior to Identity Management system onboarding, supporting audit compliance and security requirements.

## EDUCATION

- BBA in Computer Information Systems - University of Houston Downtown 2009
- Fintech Bootcamp - Python, Blockchain, AI/ML - Rice University 2020

## CERTIFICATIONS

- SAFe® 6 Scrum Master, Issued by Scaled Agile Inc - December 2023
- Certificate in Blockchain and Digital Assets, Issued by DACFP - 2021
- ITIL v3 Foundations, Issued by Axelos - 2013

## SKILLS

### Core SRE/Infrastructure

- Site Reliability Engineering: SLI/SLO/SLA, error budgets, toil reduction, GitOps
- Infrastructure as Code: Terraform, Terragrunt, Kubernetes, Docker, Helm
- Cloud platforms: AWS, Azure DevOps with infrastructure automation

### ASW Services

- SSM, Lambda, EKS, EC2, S3, ALB, F5, RDS, CloudWatch, IAM, ECR, etc...

### CI/CD and Monitoring

- CI/CD: GitLab CI, GitHub Actions, Harness.io, BitBucket Pipelines, Git, JSON/YAML
- Observability: Prometheus, Grafana, Loki, Splunk, InfluxDB, ELK stack, Kibana, Fluentd
- APM: AppDynamics, New Relic, legacy monitoring systems

### Development and Data

- Languages: Python, Perl, PowerShell, Bash scripting, SQL query development
- Engineering: Full-stack development, API design, batch/data processing, Data Engineering
- Automation: Informatica, Control-M, Autosys, custom scripts

### Operations

- Incident Management: Response, RCA, post-mortems, MTTR/MTBF optimization, on-call procedures
- Platforms: PagerDuty, ServiceNow (API integration with Slack/Teams)
- Systems: Unix/Linux/Windows troubleshooting, cross-platform administration

### Database and Security

- Databases: PostgreSQL, MySQL, Oracle, Sybase, SQL Server schema design
- Security: SOC2 compliance, HashiCorp Vault, AWS Secrets Manager, backup management
- Performance: Capacity planning, performance optimization

### Leadership

- Project Management: Agile, SAFe, Scrum Master
- Collaboration: Cross-functional teams, stakeholder communication, documentation, mentoring