

# Jacob DeCoursey

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## PROFESSIONAL SUMMARY

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Senior Site Reliability Engineer with 8 years of experience designing effective systems and 5 years operating large-scale Kubernetes-based platform infrastructure on AWS. Specializes in building platform tooling, GitOps pipelines, and observability systems that teams actually adopt with a track record of improving reliability and developer experience across organizations of 100+ engineers. Equally focused on the technical and organizational dimensions of platform engineering: the best infrastructure is only as good as the processes and culture built around it.

## EXPERIENCE

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### Comcast

August 2024 – Present

#### *Senior Site Reliability Engineer*

- Technical lead for SRE team supporting Kubernetes-based microservice application suites in Java and Golang. Directly owns one application platform spanning 3 AWS accounts and 6 EKS clusters; contributes across a broader portfolio of ~10 applications, ~30 AWS accounts, and ~50 clusters. Provides developer support and participates in on-call rotation for an organization of 100+ engineers.
- Architected a greenfield GitOps deployment platform (Argo, Helm, Kustomize) that replaced a brittle legacy system and became the standard model for all team applications. Key improvements: developers gained real-time deployment visibility and self-serve diagnostics, eliminating ~50 on-call reports per year from “my code isn’t deployed and I don’t know why”; a gated repo architecture made environment state immediately legible to developers and executives alike; and automated manifest validation prevented a recurring class of deployment failures. Platform has been adopted by a second team, with a third in evaluation.
  - Inherited and continues to maintain a legacy Flux-based system for older applications
  - Maintains custom Helm charts; deploys and manages Istio service mesh, Kong ingress controller, and AWS Controller for Kubernetes (ACK)
- Primary owner of team’s infrastructure-as-code in Terraform; contributes to company-wide enterprise module library spanning AWS IAM, EKS, RDS, and more. Modules consumed by 20+ application teams across the enterprise. Writes and maintains Terraform with industry best practices in least privilege, automated testing, and CI/CD-driven deployments.
- Primary owner of a versioned CI/CD pipeline library (GitHub Actions, Bash, Python, Golang) covering the full software delivery lifecycle: build & push, security scanning, Terraform drift detection, change ticket creation, release notes, and more. Published as modular, versioned software consumed by 5+ application teams in addition to the SRE team.
- Deployed a standardized observability stack (Prometheus, Grafana, Elastic) across 5 application teams, replacing a fragmented landscape where teams maintained incompatible monitoring setups. Defined standardized patterns for metrics, dashboards, and logging to ensure long-term maintainability. Recognized as a high-profile organizational success; received “Outstanding” annual review rating as a result of this project.
- Analyzed critical service flows across 6 Go microservices, identifying ~30 critical execution paths and instrumenting application code to capture missing Prometheus metrics; enabled 50+ alerts across severity levels on paths that were previously unobservable.
- Designed and implemented the team’s on-call, incident response, and postmortem processes from scratch covering runbooks, severity definitions, and cross-timezone communication standards for a team supporting 10 applications. Processes have remained stable and unchanged for nearly 3 years, reflecting their durability and adoption.
- Created an initiative intake process to address a persistent organizational pattern where promising engineering ideas were prototyped but never documented, maintained, or broadly adopted. The process formalized how ideas move from concept to org-wide implementation; 30+ initiatives have been documented and tracked, with intentional stage-gating to ensure only the strongest ideas reach full deployment.
- Serves as informal onboarding lead for the SRE team; has onboarded the last 3 new hires and mentored an intern over the past year. Participates in the hiring process including candidate evaluation.

### Comcast

March 2022 – August 2024

#### *Site Reliability Engineer 3*

### Comcast

August 2021 – March 2022

#### *Site Reliability Engineer 2*

**Tekmasters**

May 2018 – August 2021

*Systems Engineer*

- Deployed, configured, maintained, monitored, troubleshoot, and automated Linux servers in support of GDIT's Global Shared Services Program for the Department of State.
- Wrote Ansible playbooks to automate deployment, configuration, updating, and monitoring of servers.
- Introduced Service-Level Objectives (SLOs) to the infrastructure team — including creating organizational vision, designing and writing SLOs, deploying monitoring, coding alerts, revising on-call policies, and writing documentation.
- Wrote a Python CLI tool using AWS libraries to automate 12 hours per month of manual effort.
- Administered 500+ mobile phones, tablets, and printers used by hundreds of internal customers to process an average of 25,000 applicants per day across 54 countries.
- Responded to IT support tickets promptly and professionally.

**EDUCATION**

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**B.S., Information Technology**

December 2017

Western Governors University, Salt Lake City, UT

**A.S., Business Administration**

August 2012

Piedmont Virginia Community College, Charlottesville, VA