

Chris Cousin

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Experience

Oct 2024 – Present

Sr Director of Engineering

fabric.inc

(Remote) San Francisco, CA

- Led a diverse team of global managers, leads, and engineers across architecture, foundational engineering, SRE, QE, release, and security. Owned FinOps, creating a roadmap to reduce COGs by 20%+ and aligning budget with company ARR. Orchestrated strategic alignment across senior leadership, fostering a culture of accountability and reducing missed goals by 25% through the implementation of iterative task management and dependency mapping. Collaborated with product leadership to re-evaluate product direction, resulting in a revised roadmap that prioritized a balance of engineering and business initiatives. Created decision tree workflows for sales and customer-facing engineers for RFPs, reducing response time by 15% and support requests by 20%. Empowered engineering teams to migrate services to a multi-region active-active platform supporting an SLA of 99.99% for our customers. Established an architectural review board, optimized incident management workflows reducing mean time to resolution, published engagement standards, and created a centralized automated testing platform. Scoped the implementation of Datadog to Grafana Cloud migration to align cost with updated budget and enhance engineering-wide observability through a foundational approach using open source technologies and best practices

Aug 2021 – Sept 2024

Sr Director of Site Reliability Engineering

Uplight, Inc. (formerly AutoGrid)

(Remote) Boulder, CO

- Provided strategic leadership and growth to a global SRE team and 2 global managers, scaling infrastructure to support 3M+ devices while achieving a \$2M+ (40%) annual reduction in cloud spending. Drove a 10x scaling effort through HPA and database optimization, and launched an ArgoCD delivery platform, doubling deployment frequency across 19 global environments. Implemented foundational standards, golden paths, and an architectural review board, alongside self-service initiatives and a quantifiable change management process, empowering development teams and improving release reliability. Successfully managed infrastructure transitions during M&A activities, mentored engineers and managers for career advancement, and aligned team roadmaps with business priorities through coordinated company wide project management to support company growth initiatives

April 2018 – Aug 2021

Sr Site Reliability Engineering Manager

Everbridge, Inc.

(Remote) Pasadena, CA

- Led and scaled a global team of 12+ remote engineers supporting a \$40M+ ARR product vertical, while spearheading the successful launch and transition of 50+ microservices to the Everbridge Kubernetes Delivery Platform. Fostered a DevOps culture, implemented production readiness best practices, and ensured compliance with FedRamp and ISO 27001 certifications. Implemented Agile workflows, established an SRE internship program, and organized team-building activities & lunch and learns to enhance team cohesion and productivity

September 2017 – February 2018

Director of DevOps

Wag Labs, Inc.

West Hollywood, CA

- Built and managed DevOps and Corporate IT teams, collaborating with leadership to implement agile workflows and streamline project delivery. Enhanced security through internal product design for an in-transit encryption service using Vault, and established robust on-call policies and observability solutions for production and releases. Directed database architecture projects for scalability and negotiated vendor agreements to optimize budget and meet business requirements

April 2016 – September 2017

Release Manager/Sr DevOps Engineer

Ring.com

(Remote) Santa Monica, CA

- Led the release process through the deployment pipeline and managed a team of 30+ SRE, DevOps, DBA, NOC, Platform, DevTools, and Release engineers. Optimized AWS budget and spend through audits, while implementing a structured deployment process across QA, Product, Development, and DevOps. Configured and maintained a highly scalable AWS

infrastructure of 2000+ global instances, planning and implementing improvements for global reach. Additionally, redesigned the customer-facing API architecture to a modular monolith for improved maintainability and scalability

January 2016 – April 2016

Sr DevOps Engineer

theOpenHouse

Santa Monica, CA

- Architected and managed a Jenkins CI environment, including Docker slave deployment, to streamline project builds and improve development workflows. Enhanced MLS feed ingestion automation with scripts for full and incremental runs, and leveraged Vagrant for local environment testing. Implemented Ansible playbooks to fully automate Jenkins CI provisioning, significantly increasing efficiency and consistency

April 2014 – January 2016

Sr. Systems Administrator

Rent.com (Property of Rentpath.com)

Brentwood, CA

- Managed and maintained 1000+ virtualized Linux servers across multiple data centers, including the configuration and automation of Netscaler SDX/VPX instances for production and development. Played a key role in infrastructure migrations and improved system availability through DNS architecture upgrades, while also automating releases using Capistrano/Jenkins. Additionally, supported quality engineering automation implementations to improve deployment efficiency and reliability

December 2008 – April 2014

Systems Administrator/Project Manager

Advertise.com, Inc.

Sherman Oaks, CA

- Managed and maintained a large-scale, multi-datacenter Linux server environment, including the configuration and automation of Netscaler SDX/VPX instances for production and development. Played a key role in infrastructure migrations and improved system availability through DNS architecture upgrades, while also automating releases using Capistrano/Jenkins

Skills

- Sr Engineering Leadership
- Product strategy, lifecycle, & user experience
- Product & Foundation Architecture Design
- SRE, ProductEng, Platform, FinOps, Dev, & SecOps
- Budgets, Cost Optimization, & Vendor Management
- Hiring - Recruiting, onboarding, and team building
- Project Management - Agile, Scrum, Kanban, & SAFe
- DNS, CDN, and Global Load Balancing
- Bash, Python, Ruby, Node, Java, and PHP
- HashiCorp: Consul, Packer, Terraform, & Vault
- VMware ESXi – vSphere, vMotion, etc.
- Kubernetes, ArgoCD, Spinnaker, Docker, & Helm
- Puppet/Chef/Ansible
- Proficient in Linux: Ubuntu/Alpine/CentOS/RHEL

Education

Red Hat System Administration II - RH134

- RHCSA Certificate #150-127-728

Glendale Community College

- General education courses geared towards transfer requirements

Glendale, CA

Verdugo Hills High School

- High School Diploma

Tujunga, CA

References available upon request