

Tyler Daniel North

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Education

BS **San Francisco State University**, Computer Science San Francisco, CA
• Minor in Mathematics Sept 2009 – Dec 2014

Experience

Groove.co/Clari, Staff Software Engineer (SRE) Bay Area, CA
Oct 2023 – present
2 years 7 months

- Led observability (traces/logs/metrics) platform migration from New Relic, Datadog, and Sumo Logic to SignalFx and Splunk Cloud across 80+ services
- Integrated OpenTelemetry SDKs with Ruby, JavaScript, and Java applications
- Built service catalog with automated Kubernetes service syncing, entity validation, and cross-repo PR automation for service ownership; reduced drift between multiple infrastructure services and keeping org-wide systems in sync
- Designed standardized ECAM dashboards and detectors using CDK for Terraform across 80+ services
- Established on-call rotations with runbooks, PagerDuty escalation policies, and incident response processes
- Migrating Chef and Heroku applications over to EKS, including observability enablement across both environments during transition, saving roughly \$700k a year

Groove.co/Clari, Senior Site Reliability Engineer Bay Area, CA
Apr 2022 – Oct 2023
1 year 7 months

- Integrated multiple applications with OAuth2.0/SSO
- Migrated existing search endpoints to use AWS Elasticsearch/OpenSearch
- Imported existing company resources into Terraform, creating common modules for those resources
- Identified, monitored, and improved database latency performance for multiple transactions in Ruby on Rails

Oracle Corporation, Senior Software Engineer (Technical Content/OpenSearch) Bay Area, CA
June 2019 – Apr 2022
2 years 11 months

- Led Operational Incidents Review board to improve overall operations posture
- Migrated multiple service environments to use Terraform configuration buildout on Cloud Environments
- Added support for non-English languages on Oracle Cloud documentation site
- Migrated majority of Oracle Cloud documentation from MadCap Flare to Oasis DITA formats

Oracle Corporation, Software Engineer (Technical Content) Bay Area, CA
Nov 2018 – June 2019
8 months

- Designed, scaled, and operated a Content Deployment Pipeline for multiple different orgs and documentation structures
- Integrated multiple tools with Oracle's OAuth implementation to improve security
- Wrote tooling to keep multiple environments up to date with FedRamp patching requirements

Oracle Corporation, Site Reliability Engineer (Object Storage)

- Built, maintained, and supported several different Object Storage clusters with hundreds of nodes
- Developed and maintained best on-call practices/standards for all engineers
- Migrated multiple clusters from Layer 7 to Layer 4 Load Balancing solution to ensure higher throughput speeds with less management and configuration
- Maintained internal configuration and scripting for alarming, DNS, node provisioning, and code deployment

Bay Area, CA
July 2017 – Nov 2018
1 year 5 months

Cisco Systems/Piston Cloud Computing, Software Engineer (Object Storage)

- Designed and deployed both Object and Block Storage solutions for Cisco Cloud
- Maintained, built, and scaled Ceph storage clusters
- Designed and built Solidfire, NFS, and Pure Storage clusters

Bay Area, CA
June 2015 – Mar 2017
1 year 10 months

Cisco Systems/Piston Cloud Computing, Customer Support Engineer

- As a senior member of the customer success team, responsible for large scale customer OpenStack clusters providing Compute Instances, Authentication, Object Storage, and Block Storage
- Designed, developed, and maintained in-house On-Call paging application to improve incident response time and engineer on-call experience
- Troubleshoot bugs with company software and upstream OpenStack software

Bay Area, CA
Dec 2010 – June 2015
4 years 7 months

Projects

Discord Bot

A Discord bot framework written in Python with support for token authentication, YAML configuration, databases, and custom plugins

- Audio playback from YouTube, Urban Dictionary lookup, Markov chain text generation, and role-based access control

Enheduanna

Command-line utility for composing, structuring, and improving Markdown notes that monitors daily activities and documentation

DapperTable

Manages lengthy text outputs for chatbots by dividing content into smaller segments to work around API character limits while maintaining table formatting

Hathor Podcast Manager

Download and manage media from RSS feeds and YouTube channels with SQLite database storage and customizable plugins

Backup Tool

Encrypts and archives local files to Oracle Cloud Infrastructure Object Storage using AES encryption with password-protected keys

Public Transit

Retrieves arrival forecasts for AC Transit, BART, and SF-Muni with wrapper scripts for frequently accessed routes

Skills

Languages: Python, Java, Ruby

Frameworks: Django, Ruby on Rails

IaC & Orchestration: Terraform, CDKTF, Kubernetes, Chef, GitHub Actions

Observability: OpenTelemetry, SignalFx, Splunk Cloud, Datadog, New Relic

Cloud: AWS (EKS, CloudWatch, VPC, ALB), OCI

On-Call & Incident Management: PagerDuty, ECAM dashboards, KPI/SLA monitoring, incident escalation & review