

Chris Nelson

Site Reliability Engineer

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Summary

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Cloud and Reliability Engineer with over 20 years of experience spanning infrastructure, networking, automation, and systems validation. Experienced in supporting distributed systems on AWS, GCP, and Kubernetes, focusing on reliability, observability, and performance. Proficient with Python, Bash, and CI/CD tools used to automate deployments and routine operations. Known for a practical, collaborative approach to troubleshooting, incident response, and steady reliability improvements.

Experience

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Cloud Operations Engineer | Site Reliability Engineer

June 2021 - Present

- Operate and optimize customer-facing SaaS CDN infrastructure across AWS and GCP, ensuring system stability, performance, and SLA compliance.
- Troubleshoot and maintain Kubernetes (EKS) production clusters, improving scalability, reliability, and resource efficiency.
- Use Python, Bash, and CI/CD tools (Jenkins, GitLab CI/CD, n8n) to automate deployments, health checks, and routine operational tasks.
- Track performance and reliability metrics with Prometheus and Grafana to guide capacity planning and proactive incident prevention.
- Collaborate with engineering and network teams to investigate distributed system issues and implement long-term reliability fixes.
- Improve observability and alerting pipelines using Coralogix, reducing detection and recovery times during incidents.
- Lead or participate in major incident response, coordinating with global teams to restore service and perform root-cause analysis.
- Support ongoing reliability initiatives to enhance performance consistency and reduce operational overhead.

Technical Account Engineer | Deployment Engineer

Feb 2015 - June 2021

- Served as the primary technical contact for Tier-1 enterprise customers, overseeing deployments, integrations, and post-sales support for large-scale CDN environments.
- Delivered and supported production systems, including OpenStack upgrades and CDN edge integrations, with minimal service disruption.
- Validated customer-facing APIs using cURL, Postman and Python scripts to ensure performance, stability, and standards compliance.
- Worked closely with product and engineering teams to troubleshoot customer issues, identify recurring problems, and improve service reliability.
- Created and maintained internal technical documentation and best-practice guides to streamline deployments and reduce onboarding time.
- Contributed to operational readiness by mentoring peers and improving internal support processes across distributed global teams.

Oracle / Acme Packet

Systems Engineer | VoIP Consultant

Jan 2008 - Feb 2015

Validated and deployed enterprise networking/VoIP solutions in carrier-grade environments

Empirix

SQA (VoIP) | Systems Test Engineer

Jan 2004 - Jan 2008

Designed and executed SQA test plans for enterprise VoIP equipment

UNH Interoperability Lab

Protocol Compliance Tester

Jan 2001 - Jan 2004

Conducted standards-based protocol testing for interoperability compliance

Education

University of New Hampshire

Computer Science

Bachelor of Science

Sep 1999 - Dec 2003

Skills

Cloud & Infrastructure

AWS, GCP, Kubernetes, OpenStack, Docker, disaster recovery

Automation & CI/CD

Ansible, Terraform, Python, Bash, Jenkins, GitLab CI/CD, n8n, Postman/cURL

Monitoring & Observability

Coralogix, Grafana, Prometheus, Zabbix

Networking

DNS, HTTP, IPv6, TCP/IP, TLS, Varnish/VCL, tcpdump, Wireshark

Core Competencies

Cross-functional collaboration, customer engagement & technical strategy, incident response & escalation handling, knowledge transfer, mentorship, SLA management, technical documentation

Interests

Music

Guitar, Bass, Music collecting across both analog and digital mediums