

Chris Nelson

Cloud Infrastructure | Site Reliability | Technical Account Engineering

✉ clnelson001@gmail.com ☎ +1-603-591-9827 📍 Portland, ME, US 🌐 <https://chris-nelson.dev>

www.linkedin.com/in/clnelson/

Summary

Cloud and infrastructure engineer with over 20 years of experience spanning production operations, enterprise technical support, networking, automation, and systems validation. Experienced supporting customer-facing distributed systems across AWS, GCP, Kubernetes, and SaaS environments, with hands-on work in troubleshooting, observability, incident response, CI/CD, and infrastructure automation. Combines deep operational experience with a customer-facing background, working across engineering, network, product, and enterprise customer teams to diagnose complex issues, deliver production systems, and improve service reliability.

Education

University of New Hampshire

Computer Science

Bachelor of Science in Computer Science

September 1999 - December 2003

Experience

Qwilt

June 2021 - Present

Cloud Operations Engineer | Site Reliability Engineer

- Operate and support customer-facing SaaS CDN infrastructure across AWS and GCP, with responsibility for production stability, performance, scalability, and SLA compliance.
- Troubleshoot complex production issues across Kubernetes (EKS) and distributed application environments, using system behavior, metrics, and logs to isolate problems and drive resolution.
- Use Python, Bash, Terraform, and CI/CD tooling including Jenkins, GitLab CI/CD, and n8n to automate deployments and routine operational work.
- Monitor and analyze production systems with Prometheus, Grafana, Coralogix, and related observability tooling to investigate anomalies, support capacity planning, and improve alerting.
- Collaborate with engineering, network, and product teams on production issues, deployment readiness, infrastructure changes, and long-term reliability improvements.
- Lead or participate in major incident response, coordinating across global teams to restore service, identify root causes, and reduce recurring operational issues.

Qwilt

February 2015 - June 2021

Technical Account Engineer | Deployment Engineer

- Served as the primary technical contact for Tier-1 enterprise customers, supporting deployments, integrations, escalations, and ongoing production operations for large-scale CDN environments.
- Investigated complex customer and production issues across application, infrastructure, and network layers, working directly with product and engineering teams to drive resolution.
- Delivered and supported production systems including OpenStack upgrades and CDN edge integrations while minimizing service disruption.
- Validated customer-facing APIs and system behavior using cURL, Postman, and Python scripts to verify performance, stability, and standards compliance.
- Translated customer and operational issues into actionable technical information for engineering teams and helped identify recurring problems and reliability improvements.
- Created technical documentation and best-practice guides, mentored peers, and improved support and deployment processes across distributed global teams.

Oracle / Acme Packet

January 2008 - February 2015

Systems Engineer | VoIP Consultant

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

Empirix January 2004 - January 2008

SQA (VoIP) | Systems Test Engineer

- Designed and executed SQA test plans for enterprise VoIP equipment.

UNH Interoperability Lab January 2001 - January 2004

Protocol Compliance Tester

- Conducted standards-based protocol testing for interoperability compliance.

Skills

★ **Cloud & Infrastructure**

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

★ **Automation & Delivery**

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

★ **Observability & Reliability**

Prometheus, Grafana, Coralogix, Zabbix, incident response, root-cause analysis, capacity planning, SLA management

★ **Networking & Distributed Systems**

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

★ **Customer & Engineering Collaboration**

enterprise technical support, technical account management, escalation handling, customer engagement, cross-functional troubleshooting, technical documentation, knowledge transfer, mentorship

Interests

★ **Music**

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