

Devin Bess

336.740.8693 | devin_bess@outlook.com | linkedin.com/in/drbes/

DevOps Engineer • Senior Site Reliability Engineer • Architect • Information Technologist

PROFESSIONAL SUMMARY

Innovative SRE Engineer with 10+ years of industry experience and deep expertise in cloud computing, distributed systems, DevOps/SRE practices, application development, and information management. Proven ability to evaluate business requirements for application integration and service activation while applying the full software development life cycle (SDLC). Skilled in leveraging AIOps and observability platforms to drive intelligent automation, reduce operational toil, and improve system reliability. Strong communicator with excellent organizational, verbal, and written skills.

CORE COMPETENCIES

Site Reliability Engineering (SRE) • DevOps • CI/CD Pipelines • Cloud Computing • AIOps • AI/ML Operations • LLM Observability • Chaos Engineering • SLO/SLI/SLA Management • Incident Management • Root Cause Analysis (RCA) • Infrastructure Automation • Agile Methodology • Enterprise Architecture • Information Security • Data Integration • Version Control • Orchestration • Virtualization • Technical Leadership

TECHNICAL SKILLS

Systems: Linux, Red Hat Enterprise Linux (RHEL), Fedora Linux, Debian, Microsoft Windows, macOS, Android

Languages: Python, Bash/Shell Scripting, Go, Java, JavaScript, C/C++, Ruby, SQL, NoSQL, HTML, CSS, Solidity

Databases: PostgreSQL, MongoDB, MariaDB, Oracle, Microsoft SQL Server, IBM DB2, Hive

Cloud: Oracle Cloud Infrastructure (OCI), Amazon Web Services (AWS), Google Cloud Platform (GCP), FedRAMP/IL5 Sovereign Cloud, IAM Federation, Landing Zone Configuration, Tenancy Provisioning

DevOps & SRE: Ansible, Terraform, Jenkins, Git, GitHub Actions, Buildkite, ArgoCD, Helm, Docker, Kubernetes, CI/CD, Infrastructure as Code (IaC)

Observability & AIOps: AIOps, Datadog, Prometheus, Grafana, OpenTelemetry, PagerDuty, Rollbar, OCI Alarms, LLM Observability, RAG, AI/ML, Chaos Engineering

Software & Tools: CyberArk, VMware (vCenter), VirtualBox, PyCharm, IntelliJ IDEA, DataGrip, SQL Developer, Informatica PowerCenter, ServiceNow, Remedy, Maestro, STIG Viewer, Jira, Postman, HUE (IBM BigInsights), GitHub Copilot, Slack

WORK EXPERIENCE

Senior Site Reliability Engineer | Oracle | Reston, VA | June 2024 – March 2026

- Executed 24/7 on-call operations for OCI Sovereign Cloud production environments, leveraging the O.C.E.A.N. incident management platform to detect, triage, and mitigate customer and service team outages before SLA breach.
- Maintained end-to-end ownership of mission-critical infrastructure across low-side and high-side government realms, ensuring continuous availability, FedRAMP/IL5-aligned security posture, and resilient distributed system operations.
- Led the onboarding of service teams into government realms, coordinating IAM federation, tenancy provisioning, and landing zone configuration to accelerate secure cloud adoption across the Sovereign Cloud organization.
- Engineered automation pipelines to streamline Change Advisory Board (CAB) review workflows, eliminating manual change request processing, reducing review backlog, and accelerating safe deployment velocity for service teams.
- Automated My Oracle Support (MOS) Service Request (SR) lifecycle management including creation, severity triage, and stakeholder notifications using Python and OCI APIs, measurably reducing mean time to resolution (MTTR) for critical incidents.
- Served as Tier 3 escalation authority for complex production incidents within the Sovereign Cloud organization, applying deep OCI service topology expertise to drive root cause analysis, define mitigation's, and author Standard Operating Procedures (SOPs) for recurring failure patterns.
- Designed and deployed automation tooling to eliminate operational toil across OCI Sovereign Cloud infrastructure, including self-healing runbooks, automated health checks, and proactive alerting integrations with OCI Alarms to prevent problem recurrence.

- Partnered with OCI service development teams to review architecture decisions, define SLOs/SLIs, and implement reliability improvements across distributed cloud services, ensuring performance, scalability, and operability standards were met for sovereign government workloads.

Site Reliability Engineer | Twilio | San Francisco, CA (Remote) | July 2022 – March 2024

- Led rapid response to system outages, reducing downtime by 40% through implementation of automated monitoring tools, runbooks, PagerDuty, and Rollbar during on-call rotations.
- Developed and maintained a suite of reliability tools and frameworks to monitor, alert, and automate recovery of distributed systems, enhancing overall up-time and reliability.
- Managed and forecasted infrastructure needs by analyzing usage patterns and growth trends, ensuring 99.99% availability by proactively scaling resources.
- Automated routine tasks and processes including deployments, backups, and security patching reducing manual effort by 50% and significantly lowering the risk of human error.
- Collaborated with development teams to advocate for and implement reliability and performance best practices in the early stages of the SDLC, fostering a culture of DevOps and improving release velocity.
- Designed and executed disaster recovery plans, conducting game days to ensure rapid restoration of service.
- Created comprehensive documentation on system architecture, operational procedures, and best practices.
- Continuously evaluated emerging technologies and methodologies, leading adoption of tools that improved team efficiency and system resilience.

DevOps Engineer | Insight Global (Cisco) | Morrisville, NC | June 2019 – May 2022

- Spearheaded system hardening and configuration management using Ansible, establishing best practices that enhanced system reliability and security for Public Sector projects.
- Enhanced development processes through Python automation, leading to more efficient deployment workflows and reduced manual intervention.
- Managed and fulfilled web application requests for Department of Defense (DoD) and government clients, ensuring high-level service delivery and compliance with government security standards.
- Collaborated with the Quality Assurance team across all stages of testing, leveraging automated tools to streamline test data management and improve efficiency.
- Led the DevOps team in adopting automation for development and operations processes, significantly improving operational efficiency and team productivity.
- Implemented automated build and deployment processes using Linux utilities, achieving notable reductions in errors and improvements in production deployment speed.
- Championed the integration of GitHub for version control, facilitating better code management across multiple servers.
- Partnered with the security team to enforce strict compliance with industry security standards, conducting regular audits and implementing robust security measures to mitigate potential threats.

Solutions Architect | MetLife – GTO | Cary, NC | August 2018 – June 2019

- Promoted from Software Development Engineer to Solutions Architect; actively managed 5 large-scale enterprise projects simultaneously.
- Engaged stakeholders and produced Solutions Architecture Documents for each project in a regulated industry environment.
- Recommended new technologies for business domains based on value drivers and return on investment.
- Proposed and piloted an internal social platform that increased employee engagement from 35% to 80%, improving productivity.
- Recommended and presented a new software package to the review board projected to save \$30K annually.
- Established synchronization cadence between Business and IT partners to streamline problem resolution and drive process improvement.
- Advanced the digital employee portal architecture to deliver a consistent employee and user experience.
- Evolved the company collaboration strategy by rationalizing technologies into a cohesive solution architecture to improve employee productivity.

Software Development Engineer | MetLife – GTO | Cary, NC | August 2015 – August 2018

- Migrated and mapped data from 3 source systems to 1 target system in enterprise data warehouses using Informatica PowerCenter Suite; managed a dataset of over 2.5 million rows.
- Developed data warehouse process models including sourcing, loading, transformation, and extraction workflows.
- Transformed data from Hive, Oracle, and DB2 source systems as part of the data integration pipeline.
- Performed end-to-end testing and validation of all data flows, preparing ETL processes aligned with business requirements and design specifications.
- Optimized query execution times by 75%, reducing response time to 2.5 seconds or less on the full database.
- Analyzed and interpreted complex data across target systems based on business requirements.
- Prepared metadata integration reports and drafted ETL scripts; reduced lines of code in unit test scripts, increasing overall testing efficiency.
- Trained one developer on tools, code coverage, coding review processes, and department procedures.

IT Administrator | NC A&T State University | Greensboro, NC | May 2015 – July 2015

- Accessed and maintained the student database to provide tracking and trending data for the Office of Career Services (OCS).
- Provided IT support and assistance for 25+ faculty, alumni, and students per week.
- Delivered weekly website updates covering current events, job openings, and scholarship availability.
- Modified and updated career services web pages using HTML on the Developer Dashboard.

Technical Support Engineering Intern | Red Hat, Inc. | Raleigh, NC | May 2014 – August 2014

- Supported approximately 30 external customers daily on technical solutions related to their Red Hat subscriptions.
- Created 5 how-to troubleshooting guides for common issues — including uninstalls, updates, and firewalls — reducing customer touch time for low-level issues; guides were later incorporated into company FAQs.
- Provided technical support and resolved complex problems across all product lines including Linux (RHEL), JBoss Middleware, Cloud Computing, and Storage.
- Utilized the sos-report tool to collect configuration, system, and diagnostic data; used Salesforce for client case management.
- Collaborated with Production Support Engineers, Technical Account Managers, and Back-Line Engineers.
- Provided consulting to customers on the best Red Hat product line for their infrastructure needs.

CERTIFICATIONS

Oracle Cloud Infrastructure 2025 Certified Foundations Associate – Oracle | March 2025

LFS171x: Blockchain for Business – An Introduction to Hyperledger Technologies – edX.org | April 2019

LFS170x: Blockchain – Understanding Its Uses and Implications – edX.org | October 2018

EDUCATION

Bachelor of Science in Information Technology | North Carolina Agricultural and Technical State University (NC A&T SU) | Greensboro, NC | May 2015