

Eric Roberts

Professional Systems Engineer

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Senior systems engineer with 9 years across hybrid cloud, observability, and platform reliability for SaaS companies. Lead cross-team projects that touch networking, identity, and CI/CD. Mentor two to three engineers at a time and write the design docs that get reviewed across infra and security.

Professional Experience

SENIOR SYSTEMS ENGINEER | KESTREL ANALYTICS CLOUD, BELLEVUE, WA | 2020 – PRESENT

- Tech lead for the platform team supporting a multi-tenant analytics product running on EKS across three AWS regions.
- Designed and rolled out a centralized observability stack on Grafana, Loki, and Tempo, cutting average incident detection time from 14 minutes to 3.
- Drove the SSO consolidation onto Okta for 26 internal tools, retiring 4 legacy LDAP servers and saving about \$87K in annual licensing.
- Run a weekly architecture office hour for the 18 engineers on the platform org and review around 15 PRs a week against the Terraform mono-repo.
- Co-led the SOC 2 Type II readiness work for infrastructure controls, with zero exceptions in the first audit.

SYSTEMS ENGINEER | PINECONE LOGISTICS SOFTWARE, TACOMA, WA | 2017 – 2020

- Maintained a fleet of about 220 Linux hosts split between vSphere and AWS, supporting a route optimization API.
- Migrated the build infrastructure from Jenkins on bare metal to GitHub Actions with self-hosted runners on EKS.
- Built the first Prometheus and Alertmanager deployment for the engineering org, replacing a Nagios setup that had been pageable for years.
- Owned the disaster recovery test cycle and ran two full region-failover exercises with no customer-visible downtime.

JUNIOR SYSTEMS ADMINISTRATOR | PINECONE LOGISTICS SOFTWARE, TACOMA, WA | 2015 – 2017

- Supported about 80 production Linux VMs and 30 Windows hosts for internal tools.
- Wrote Ansible playbooks that standardized base image config across 6 service teams.
- Handled tier-2 escalations for the on-call rotation, including database failover and backup recovery.

Education

B.S. Computer Science, University of Washington, 2015

AWS Certified Solutions Architect, Professional, 2022

Certified Kubernetes Administrator (CKA), 2021

Key Skills

- AWS (EKS, EC2, RDS, IAM, VPC, Transit Gateway)
- Terraform, Ansible, Packer
- Grafana, Loki, Tempo, Prometheus
- GitHub Actions, ArgoCD
- Linux (RHEL, Ubuntu, Amazon Linux)
- Kubernetes, Helm, ArgoCD
- Python, Go, Bash
- Okta, SAML, OIDC
- SOC 2, HIPAA controls
- Postgres, Redis (operator level)