

Jacob DeCourcey

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SUMMARY

Senior SRE and Platform Engineer with 8 years of experience building reliable, scalable infrastructure on Kubernetes and AWS. I partner with engineering teams to design and operate platform infrastructure: GitOps buildouts, observability deployments, on-call process design, and IaC library development. I've spent 5 years embedded in large Kubernetes environments on AWS, working alongside developers in organizations ranging from 50 to 200+ engineers.

EXPERIENCE

Comcast — Senior SRE

2021 — Present

Embedded SRE with a Kubernetes-based microservice platform team supporting Java and Golang applications. Direct ownership of one application platform spanning 3 AWS accounts and 6 EKS clusters; broader contributions across ~10 applications, 30 AWS accounts, and 50 clusters in an organization of 100+ developers.

- **GitOps platform:** Designed and built a greenfield Argo/Helm/Kustomize platform that replaced a brittle legacy system and became the standard model for all team applications, cutting ~50 on-call interruptions per year. A second team adopted it; a third is evaluating it.
- **Observability standardization:** Deployed a Prometheus/Grafana/Elastic stack across 5 application teams, replacing a fragmented set of incompatible monitoring setups with a single consistent standard.
- **Infrastructure as Code:** Primary owner of the team's Terraform infrastructure; contributed to a company-wide enterprise module library (IAM, EKS, RDS, and more) consumed by 20+ application teams.
- **CI/CD pipeline library:** Built and maintained a versioned pipeline library (GitHub Actions, Bash, Python, Golang) covering build, security scanning, drift detection, change management, and release notes, consumed by 5+ teams.
- **SRE process design:** Built on-call, incident response, and postmortem processes from scratch for a team supporting 10 applications. Those processes are unchanged and in active use nearly 3 years later.
- **Application reliability instrumentation:** Analyzed 6 Go microservices and wrote Prometheus instrumentation enabling 50+ new alerts on execution paths that had no coverage before.
- **Initiative intake process:** Created a stage-gated process for moving engineering ideas from prototype to org-wide adoption. 30+ initiatives tracked to date.
- **AI-assisted engineering workflows:** Built prompt-based workflows to analyze service flows for critical-path mapping and instrumentation gaps, and to review code changes and deployments against historical incidents and common failure patterns.

GDIT / U.S. Department of State — Systems Engineer

2018 — 2021

via TekMasters

Systems engineer supporting GDIT’s Global Shared Services Program for the U.S. Department of State.

- Deployed, configured, maintained, and automated Linux server infrastructure supporting visa processing operations across 54 countries averaging 25,000 applicants per day.
- Wrote Ansible playbooks to automate deployment, configuration, patching, and monitoring workflows.
- Introduced Service-Level Objectives (SLOs) to the infrastructure team, covering SLO design, monitoring deployment, alert development, and on-call policy revision.
- Built a Python CLI tool using AWS libraries that automated 12 hours per month of manual operational work.

SKILLS

Kubernetes & Orchestration	EKS, Argo CD, Helm, Kustomize, Flux, Istio, Kong, ACK
Cloud	AWS IAM, EKS, RDS, S3, Multi-account
Infrastructure as Code	Terraform, Module Authoring, Automated Testing
CI/CD	GitHub Actions, Bash, Python, Golang
Observability	Prometheus, Grafana, Elastic
Configuration Management	Ansible
Languages	Python, Bash, Golang
AI-Assisted Engineering	LLM Prompt Workflows, Reliability Analysis, Automated Code Review

EDUCATION

- B.S., Information Technology** — Western Governors University, 2017
- A.S., Business Administration** — Piedmont Virginia Community College, 2012