Paige Cruz

Keeping the world reliable one "9" at a time

Technical Impact Manager, Non-profits - *New Relic*

JUNE 2022 - PRESENT

- Manage the "Observability For Good" program, a discount program for non-profits
- Automated the team's operations
    - email marketing campaigns via Groove <> Salesforce
    - application status tracking via Salesforce <> Asana
- Revised Pro Bono approach for the upcoming Fall cycle to streamline and target communications

Senior Site Reliability Engineer - *Weedmaps*

MARCH 2021 - FEBRUARY 2022

- Revamped SRE hiring process and hired and onboarded 3 SREs
- Lead CI/CD migration from CircleCI to Codefresh
- Most featured and kudo'd speaker at #chapter-backend sparking interest in continuous improvement and representing SRE values

Site Reliability Engineer - *Lightstep (now ServiceNow)*

AUGUST 2019 - FEBRUARY 2021

- Fostered learning and oncall onboarding with Alert Triage Power Hour a meeting pairing ops + devs to investigate noisy production alerts together. The legacy is still going strong 2 years later :)
- CI/CD Migration from Concourse to Codefresh
    - Wrote the Terraform provider and donated to Codefresh
    - Wrote a CLI that generated all of the company's pipelines based on config files. This made updating step image versions quick and reliable.
    - Forwarded timing metrics to BigQuery to get an at-a-glance overview of deploys and replaced our reliance on git notes.
- Split up the oncall monolith
- Increased oncall sustainability by splitting holiday shifts, adapting new COVID policies to share the pager and secured holiday oncall pay

Site Reliability Engineer - *InVision*

AUGUST 2018 - JULY 2019

- Lead monitoring vendor evaluation and implementation planning to consolidate tool sprawl
- Guided 2 teams through the Operational Readiness Initiative
- Migrated the Marketing content sites off of Heroku to Kubernetes saving $1000s

Software Engineer I - III - *New Relic*

OCT 2016 - JULY 2018

- Connectivity Team - joined greenfield team and wrote Kotlin building out the backend ingest and visualization for the first distributing tracing product
- Demotron - Created a reliable demo environment for Sales composed of "bad" apps.

PeopleOps Coordinator - *New Relic*

FEBRUARY 2015 - OCTOBER 2016

- Built and grew the PDX software engineering internship program

EDUCATION

Hackbright Academy *3 month Code School*

Gonzaga *B.S Engineering Management*

TALKS

2022 - [How To Avoid Oncall With Under-Instrumented Tools](#) @ Honeycomb Webinar

2019 - [Best Vends, The How and Why To Befriend Your Vendor](#) @ DevOpsDaysPDX

2019 - 30 Interviews Later @ LISA

2018 - [Microservices Means Macrocommunication](#) @ DevOpsDaysZH

2017 - [Disposable Infrastructure - You Only Build Me Up To Tear Me Down](#) @ DevOpsDaysPDX

POSTS

2021 - SysAdvent [Assembling Your Year In Review](#)