SHANNON ATKINSON

Senior Site Reliability & Cloud Infrastructure Engineer

Email: rainmanjam@gmail.com

LinkedIn: https://www.linkedin.com/in/ShannonDAtkinson

Location: Portland, OR

Summary

Senior infrastructure engineer with 15+ years owning cloud and on-premise platforms, from a physical data center build-out to a multi-cloud Kubernetes fleet. Currently operate a ~200-node Kubernetes estate across AWS, Azure, GCP, and bare metal at Panasonic Avionics, with cluster state managed entirely as code through Terraform, Helm, ArgoCD, and Flux. Sustained 99.9% availability for high-traffic production services at Realtor.com and Salesforce through observability, automated rollback, and capacity planning. Write the Go and Python automation that keeps infrastructure consistent and removes manual operations. Patent holder (US11444685B2).

PATENT & CERTIFICATIONS

- **System for operating multiple transceiver modules concurrently**
  US11444685B2 · Issued 9/2022
  https://patents.google.com/patent/US11444685B2/en
- GitHub Foundations Certification — GitHub
- Jenkins Engineer Credential ID 11221753
- ASTQB Mobile Tester 16-CMT-00001-USA

Experience

Panasonic Avionics Corporation (Beaverton, OR)

01/2025 – Present

Automation Engineer – Platform Services

- Own day-to-day operation of a ~200-node Kubernetes fleet spanning AWS, Azure, GCP, and bare metal: multi-cluster lifecycle, version upgrades, scaling, and CNI, ingress controller, and service mesh configuration.
- Enforce declarative infrastructure fleet-wide with Terraform and Helm delivered through ArgoCD and Flux, so every cluster change lands through a reviewed pull request rather than a manual apply.
- Designed and built a Kubernetes operator (custom CRD) in Go for fleet-wide deployment verification: service teams declare environment-agnostic reachability and latency assertions, and per-cluster capability providers resolve them against the local networking stack. Replaced drifting per-cluster scripts and manual runbook steps.
- Carry the platform on-call rotation; instrumented Prometheus, Grafana, and Datadog over centralized ELK logging with alert routing and runbooks that shorten live troubleshooting.

Realtor.com / Move Inc (Remote)

06/2022 – 12/2024

Staff Software / DevOps Engineer

- Migrated and combined CI/CD workflows from Bitrise and Jenkins to CircleCI resulting in a 20% increase in iOS and Android app delivery efficiency across multiple teams.
- Orchestrated Kubernetes-based deployments using Terraform in AWS and Azure leading to a 30% rise in operating stability for important production apps and services.
- Implemented observability enhancements using Prometheus and Grafana maintaining 99.9% uptime, ensuring minimal disruption during peak hours.
- Strategized and migrated 300 GitHub repositories from GitHub Enterprise to GitHub Cloud with zero downtime.
- Automated infrastructure management tasks using Python, reducing manual workloads by 20%.
- Enhanced Kubernetes cluster management strategies optimizing resource allocation and reducing deployment times by 15%.
- Improved Jenkins CI/CD pipelines with automated rollback mechanisms ensuring rapid recovery from deployment issues.
- Spearheaded adoption of Jenkins shared libraries enforcing consistency across multi-team CI/CD pipelines.

Salesforce (Remote)

03/2020 – 06/2022

Senior Member of Technical Staff

- Led development and testing of new features for next iteration platforms using Apex and Lightning Web Components, increasing donation flow speed by 30%.
- Designed and developed a scalable B2B2C platform utilizing Salesforce Communities and API framework.
- Created Python utilities to monitor Kubernetes pod health and automate remediation, ensuring 99.9% uptime.
- Improved Salesforce system speed by 35% through new features and architectural changes.
- Integrated Terraform state management with shared backends for secure and scalable infrastructure workflows.
- Mentored junior engineers on ArgoCD best practices and GitOps principles.

Zapproved (Portland, OR)

06/2018 – 03/2020

Senior Software Developer

- Collaborated on testing solutions increasing scalability by 40%.
- Developed full-stack testing frameworks improving code reliability by 30%.
- Designed Jenkins pipelines for automated regression testing improving quality and delivery timelines.
- Automated regression test execution with Python scripts reducing test cycles by 25%.
- Integrated Terraform with CI/CD pipelines for automated environment provisioning.
- Trained teams to use Prometheus for application performance monitoring.

Tile Inc. (Portland, OR)

02/2017 – 05/2018

Senior Mobile QA Automation Engineer

- Improved product reliability by 20% by raising testability requirements.
- Created and executed over 150 detailed test cases, ensuring zero critical defects post-launch.
- Developed and maintained mobile test framework for iOS and Android.

- Established Jenkins pipelines automating mobile app testing increasing efficiency by 35%.

CrowdCompass by Cvent (Portland, OR)

09/2015 – 02/2017

Senior Quality Engineer – Automation – Release Team

- Led automation of Android, iOS, web, and API testing increasing coverage by 75%.
- Implemented CI/CD strategies saving 20 hours/month on build validations through test automation.
- Managed and trained a team of 15 increasing skill set and productivity.
- Automated regression tests with Jenkins pipelines reducing manual testing time by 50%.

Nike (Beaverton, OR)

06/2012 – 05/2015

Mobile Automation Engineer

- Developed test automation strategy for iOS and Android apps portfolio.
- Coordinated QA and engineering to integrate tests into mobile development lifecycle increasing coverage by 30%.
- Created Python and Postman scripts for REST APIs reducing manual testing time by 25 hours weekly.

Robert Half (Portland, OR)

07/2010 – 06/2012

Systems Engineer (Contractor)

- Upgraded Active Directory framework adding Federated Services.
- Resolved critical Exchange 2007/2010 server failures reducing downtime by 30%.
- Delivered data center migrations achieving 99% success with minimal disruption.

IT Motives (Portland, OR)

01/2008 – 07/2010

Systems Engineer (Contractor)

- Migrated physical servers to VMware clusters improving resource efficiency by 40%.
- Designed Active Directory environments increasing user access efficiency by 35%.
- Deployed monitoring tools and access controls improving security of patient health info.

Hollywood Entertainment (Portland, OR)

01/2006 – 12/2007

Senior Systems Engineer

- Achieved PCI-DSS compliance protecting over 1 million customer records.
- Rolled out Microsoft Project Server to 600 retail locations improving project admin efficiency.

Precision Castparts (Portland, OR)

10/2003 – 01/2006

Corporate Network Administrator

- Designed and built 1,500 sq. ft. data center including gas generators, UPS, fire suppression reducing costs by $750,000 annually.
- Migrated network from Windows NT to Windows 2003 improving system reliability for 75 servers and 400 workstations.

Education

Florida State College at Jacksonville
Computer Science

Skills

Programming Languages

ASP.NET, JavaScript, Shell, Python, C/C++, Ruby, IaC, Bash

Database

MySQL, PostgreSQL, SQL, NoSQL, MongoDB, Elasticsearch

Operating Systems

iOS, Android, macOS, Windows, Linux

Testing and Automation

Appium, Cucumber, CI/CD, SonarQube, Terraform, ArgoCD, Gherkin, REST API, GraphQL, Jenkins, CircleCI, WebdriverIO

Cloud Services / Infrastructure

Monitoring

IaaS, PaaS, Amazon AWS, Microsoft Azure, Google Cloud Platform (GCP), Docker, Kubernetes

Grafana, Prometheus, Datadog, Splunk, New Relic

Methodologies

Agile, Scrum, Kanban, Lean Software Development, SDLC

Version Control

GitHub, Git, GitLab, Bitbucket, Mercurial

LinkedIn Profile | Patent Link