

## **MEMIS CETINKAYA**

Staff / Senior DevOps & Platform Engineer

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### **SUMMARY**

Senior-to-Staff level DevOps, Platform, and Site Reliability Engineer with over 15 years of experience supporting and evolving mission-critical, revenue-generating systems in highly regulated enterprise environments. Expert in AWS, Kubernetes (CKA), CI/CD automation, Infrastructure as Code, observability, and secure application delivery. Proven track record of building shared platforms, deployment standards, and internal tooling that enable multiple teams while improving reliability, compliance, and delivery speed.

### **CORE TECHNICAL SKILLS**

Cloud & Platform: AWS (EC2, EKS, RDS, VPC, IAM, KMS, S3, Route53, ALB/NLB), Kubernetes (CKA), Docker, Helm

Infrastructure as Code & Automation: Terraform (Certified), GitLab CI/CD, Jenkins, Ansible

Programming & Scripting: Python, Bash, Groovy, Java

Reliability & Observability: Datadog, Prometheus, Grafana, Splunk, SLIs/SLOs, Synthetic Monitoring

Security & Compliance: IAM Governance, Certificate & Keystore Management, PCI-DSS

Platforms & Quality Engineering: Jira, ReportPortal, Datadog KPI Platforms, Quality Gates

### **PROFESSIONAL EXPERIENCE**

**Senior DevOps Engineer — Hilti Inc., Plano, TX | May 2021 – Present**

- Architect and owner of AWS EKS platforms supporting multiple enterprise applications with high availability and scalability requirements
- Designed and standardized Kubernetes and Helm deployment patterns, improving consistency and reducing release risk
- Built and maintained GitLab CI/CD pipelines integrating Terraform-based infrastructure provisioning and application delivery
- Led cloud observability initiatives using Datadog dashboards, metrics, and synthetic monitoring
- Designed and implemented a Test Automation KPI reporting platform integrating Jira, ReportPortal, and Datadog
- Defined quality gates (coverage, pass rate, flaky tests, execution frequency) used in release readiness decisions
- Mentored engineers on Kubernetes architecture, cloud security, and operational best practices

**Lead DevOps & SRE Engineer — JP Morgan Chase, Lewisville, TX |  
Jul 2011 – Apr 2021**

- Designed, maintained, and governed Kubernetes deployment templates and shared libraries used by multiple application teams
- Established standardized Helm-based deployment patterns and CI/CD integrations for Kubernetes workloads
- Partnered with infrastructure teams responsible for Kubernetes platforms to ensure secure and compliant deployments
- Built Jenkins CI/CD pipelines integrating build, test, security, and deployment stages
- Implemented blue/green and canary deployment strategies at the application layer
- Defined observability and reliability standards using Grafana and Splunk
- Supported PCI-DSS compliant systems processing high-volume financial transactions

**SRE Lead – Merchant Services — JP Morgan Chase, Lewisville, TX |  
Jan 2019 – Apr 2020**

- Led reliability engineering for mission-critical merchant payment systems
- Implemented synthetic monitoring and SLI/SLO-aligned observability
- Coordinated incident response for high-severity production events

**Software Configuration Engineer (Contract) — Modis / JP Morgan Chase, Chicago, IL | Dec 2010 – Jul 2011**

- Automated application delivery pipelines and environment configuration
- Managed keystores, certificates, and secure configurations
- Coordinated environment readiness and deployment support

**Senior Systems Engineer — Sears Holdings Corporation, Hoffman Estates, IL | Feb 2010 – Dec 2010**

- Supported high-traffic e-commerce platforms (sears.com, kmart.com)
- Ensured SLA compliance for batch and online systems
- Performed deep troubleshooting across application, database, and infrastructure layers

**Production Support Engineer — JP Morgan Chase, Chicago, IL | Jul 2007 – Feb 2010**

- Supported financially critical payment systems (ACH, lockbox, credit cards, IVR)
- Maintained SLAs for tax payment and child-support collection platforms
- Provided 24/7 production support and incident resolution

**CERTIFICATIONS**

Certified Kubernetes Administrator (CKA) – CNCF | Issued Dec 2023, Expires Dec 2026

HashiCorp Certified: Terraform Associate (003) | Issued Nov 2025

## **EDUCATION**

B.S. in Computer Science — International Turkmen Turkish University, Ashgabat, Turkmenistan

## **LEADERSHIP & COMMUNITY**

DevOps Instructor — Nucamp

Momentum Leadership Training (82.5 hours)

LeadNow Situational Leadership Program