# Jevgeni Diede

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Site Reliability Engineer with 3+ years of production operations experience across heterogeneous Kubernetes-based environments. Managed reliability for 8–10 independent production systems on AWS and Azure under 24/7 support with contractual SLA obligations (99.9%). Track record in incident response, SLO/SLI management, observability, and operational automation. Based in Finland (EU), open to hybrid roles in Finland or fully remote.

## EXPERIENCE

### Site Reliability Engineer – Operational Lead
*Corewide LLP, London, UK (remote)   |   Apr 2024 – Nov 2025*

- Owned operational reliability for multiple independent production environments across AWS and Azure, supporting applications including asynchronous video interviewing platforms, large-scale video hosting, and EKS-based fintech systems (Helm, Terraform).
- Primary on-call escalation point for all production incidents under 24/7 support. Designed a structured escalation chain that eliminated recurring escalation failures – acknowledged by leadership as eliminating a persistent operational gap.
- Coordinated daily operations across an SRE team of 5–8 engineers: work allocation, on-call scheduling, and incident ownership.
- Facilitated blameless postmortems and established a unified documentation standard for incident follow-ups, improving knowledge retention and reducing repeat incidents.
- Developed internal Python tooling for engineer onboarding/offboarding workflows and automated operational reporting. Led SRE workstream during company-wide ticketing system migration.
- Tracked and reported SLO/SLI metrics tied directly to contractual client discount structures triggered by SLA breaches.
- Mentored junior and mid-level engineers; participated in technical hiring interviews.

### Site Reliability Engineer
*Corewide LLP, London, UK (remote)   |   Dec 2022 – Apr 2024*

- Provided 24/7 on-call support for ~5 production Kubernetes clusters (with separate prod/staging/dev environments) hosting distinct application architectures.
- Performed production backup and recovery for MySQL/PostgreSQL databases and RAID storage arrays, including real incident-driven restores.
- Built Grafana dashboards, developed custom Prometheus exporters in Python, and provisioned blackbox monitoring across services.
- Reviewed and tuned alerting rules on an ongoing basis – investigated whether noisy alerts indicated architectural issues or required threshold adjustment, reducing on-call alert fatigue.
- Managed Kubernetes and Docker workloads on AWS/Azure. Used Terraform and Ansible for infrastructure and observability provisioning. Maintained CI/CD pipelines in GitLab CI and GitHub Actions.

### IT Infrastructure Engineer
*PrivatBank, Dnipro, Ukraine   |   Dec 2021 – Nov 2022*

- Monitored and maintained infrastructure at scale – thousands of endpoints across all bank branches and offices – using Zabbix.
- Managed DNS, DHCP, SSL/TLS certificates, and configuration management systems.
- Built Node-RED automation workflows for ticket routing, data aggregation, and operational statistics, reducing manual triage and improving team response allocation.

## TECHNICAL SKILLS

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|---|---|
| **Cloud** | AWS, Azure |
| **Containers** | Kubernetes, Helm, Docker |
| **Observability** | Prometheus (incl. custom exporters), Grafana, Loki, Zabbix, blackbox monitoring |
| **IaC** | Terraform, Ansible |
| **CI/CD** | GitLab CI, GitHub Actions |
| **Scripting** | Python, Bash |
| **SRE Practices** | SLO/SLI tracking, incident management, blameless postmortems, escalation design |

## EDUCATION & LANGUAGES

**Oles Honchar Dnipro National University** – Bachelor's Degree (2018–2022)

Ukrainian (Native) · Russian (Native) · English (Professional) · Finnish (Elementary)