# ALEX ROWAN

## Site Reliability Engineer

Engineering portfolio
7 years — Infrastructure engineering, 5 years 3 months — Site reliability

- Distributed systems and Linux operations
- Observability, incident response and recovery

**INDUSTRY DOMAINS**: Payments and financial services, Platform services

### TECHNOLOGY STACK

- Infrastructure: Kubernetes (EKS, GKE), Terraform (AWS, OpenStack), Linux (Debian, Rocky Linux)
- Observability: Prometheus (Alertmanager), Grafana (Loki, Tempo), OpenTelemetry (Collector)
- Delivery: GitLab CI, Argo CD, Helm
- Cloud platforms
  Google Cloud (Compute Engine, Cloud Storage, VPC, Cloud Load Balancing, Artifact Registry)

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### EXPERIENCE

### Northline Systems

2022 – 2025

### Project: Settlement platform

January 2022 – June 2024 (2 years 5 months)

**Position:** Reliability lead

**Domain:** Payments and financial services

**Project description:** Supported a **Kubernetes** payment platform across three regions.

### Project tasks

- Built and rehearsed failover runbooks using **Prometheus** alerts.

### Achievements

- Reduced median recovery time from 42 to 16 minutes.

### Project: Shared observability

July 2024 – November 2025 (1 year 4 months)

**Project description:** Consolidated tracing and alerting across service teams with **Grafana** and **OpenTelemetry**.

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### EDUCATION

**Northland Technical Institute**
Faculty of Engineering
Computer Science
BSc
2014 – 2018

### LANGUAGES

**English**
Professional working proficiency