

ADAM DICKINSON

Principal DevOps Engineer

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SUMMARY

Principal DevOps Engineer with 12+ years across cloud infrastructure, platform engineering, and SRE, with substantial AWS, GCP and Azure experience. I own the delivery path for 250+ engineers at Demandbase: built the company-wide Backstage developer platform end to end, drove the org-wide migration to GitOps with FluxCD, moved all Terraform into GitLab CI with plan-on-merge-request / apply-on-merge, and cut CI build times 83%. I now own the AI Runtime Services charter and an internal multi-agent platform that triages CI pipelines and ships fixes as merge requests, and operate a 100+ cluster Amazon EKS estate spanning 100+ AWS accounts. Equally at home owning long-lived platform services and being pointed at the organization's hardest infrastructure problems; recent work spans software supply-chain hardening, multi-account governance, and automated cost control.

EXPERIENCE

Principal DevOps Engineer

Demandbase

04/2026 – Present

Remote

- **Designed and operate the internal AI developer platform** used across engineering via web, CLI, and Slack: a multi-agent system with specialized agents for implementation, bug fixes, CI pipeline triage, on-call, FinOps, and compliance, plus per-user isolated workspaces, a git repository knowledge base, and OAuth-brokered tool access (MCP) to GitLab, Jira, Slack, and BigQuery, delivering changes as merge requests with automated pipeline monitoring.
- **Cut CI container build times from ~13 min to ~2 min (~83%)** with a remote BuildKit fleet and ECR registry-backed layer caching; introduced a two-lane CI model (fast lane for drafts, full gate on ready) across core repos.
- **Directed the implementation architecture for progressive delivery on Argo Rollouts**, mentoring a junior engineer through design and rollout.
- **Own the AI Runtime Services charter**, the shared platform behind every AI feature in the product. Operate the LiteLLM gateway as the single front door for model access, handling routing, key management, rate limits and per-team quotas across providers, with guardrails for input/output safety, PII handling, content filtering, and policy enforcement.
- **Built the measurement and cost layer of that platform**: LLM observability with trace, span, and prompt/response capture; shared eval harnesses, datasets, and scoring infrastructure that platform teams use to measure model and prompt quality; per-team and per-model cost attribution with quotas and budgets; and response and semantic caching to cut latency and redundant model spend.
- **Own company-wide observability**: strategy and operation of the full stack (Prometheus, Thanos, Mimir, Loki, Grafana, Datadog) across metrics, logs, and traces.

Staff DevOps Engineer

Demandbase

06/2023 – 04/2026

Remote

- **Built the company-wide internal developer platform on Backstage end to end**, including custom TypeScript plugins for service catalogs, documentation, dashboards, and golden-path scaffolding. Authored ~12 scaffolders that provision production-ready AWS estate via Terraform, ACK controllers, and Crossplane: EKS cluster provisioning, AWS account vending, Lambda and API Gateway services via SAM, Bedrock Agent runtimes, Secrets Manager entries, multi-environment ECR pipelines, and Istio + ALB internal ingress. Each is wired with IRSA, GitOps delivery, and DNS managed in Terraform. Cut provisioning time by over 80%.
- **Own AWS multi-account architecture and governance**: account vending through Control Tower Account Factory, SCP guardrails, and IAM Identity Center federated to Okta. Drove resource inventory and compliance visibility with AWS Config, surfacing the full estate into Backstage through a Config-driven resource connector.
- **Primary SME for Amazon EKS across ~100 production clusters in ~100 AWS accounts** on a single-cluster-per-account model, covering upgrades, security policy, and Karpenter-driven autoscaling and capacity strategy. Connected environments over Transit Gateway, with PrivateLink and VPC peering where topology warranted, and ran a cross-account Istio service mesh meshed per environment.
- **Split infrastructure provisioning across the right control planes**: Terraform for the durable estate, ACK for IAM roles so IRSA could be granted on the fly, and Crossplane for resources created exclusively at cluster bootstrap, such as per-cluster S3 buckets backing Thanos.
- **Drove the company-wide migration to GitOps with FluxCD**, keeping repo and cluster state in sync and reducing time spent on updates and upgrades by 60%.
- **Decoupled base-image CVE remediation from application upgrades**: built a Wolfi-based hardened image pipeline with Flux image automation that rebuilds and promotes every open-source infrastructure component weekly across all environments. Cleared the recurring ProdSec upgrade queue without forcing application version bumps or the regression testing they carry; Prometheus, Thanos, Grafana and peers run on in-house hardened images never more than seven days old.
- **Moved Terraform out of laptops and into GitLab CI pipelines org-wide**, with automated testing, validation, and plan-on-merge-request / apply-on-merge deployment of all infrastructure changes.
- **Led observability strategy end to end** across a hybrid stack (Prometheus, Thanos, Mimir, Loki, Grafana, Datadog), including custom metrics ingestion handling 20M active time series.
- **Reduced cloud infrastructure costs 20%** through KubeCost-driven optimization and application right-sizing.

- **Deployed and managed large Kafka messaging systems** handling tens of billions of messages per day.
- **Deployed AI agents (LangChain, LangGraph) to automate infrastructure operations**; active contributor to the CNOE.io AI Platform Engineering working group.

Site Reliability Engineer

03/2022 – 06/2023

Demandbase

Remote

- **Designed and deployed all infrastructure for an advertising demand-side platform** on Google Cloud, operating within performance requirements at ~40% below cost projections.
- **Led migration to the Istio service mesh.**
- **Spearheaded Kafka infrastructure architecture** (partitioning, replication, retention) and automated cluster provisioning with the Strimzi operator.
- **Led deployment of Datadog agents across AWS, Azure, and GCP**; trained teams on monitoring, troubleshooting, and capacity planning.

DevOps Engineer

12/2020 – 03/2022

automotiveMastermind

San Francisco Bay Area

- **Architected and implemented Azure and Google Cloud services:** App Services, AD, SQL, Functions, Monitor, GKE, Cloud Storage, BigQuery, Pub/Sub.
- **Automated GitOps workflows with Flux CD**; wrote custom Helm charts for consistent application deployment.
- **Deployed and managed ELK and EFK logging stacks**; built Bash/Python automation for configuration, deployment, and maintenance.

Manager, IT & Enterprise Architect

10/2017 – 12/2020

automotiveMastermind

San Francisco Bay Area

- **Designed multi-cloud networks** with segregated production, staging, and development environments.
- **Primary technical contact, alongside the VP of IT, for Schellman through SOC 2 audit:** authored the majority of the company's SOC 2 policy set, built the evidence-collection process, and established the change-management practices that took the organization to SOC 2 Type 2 and kept it there. Designed the supporting compliance architecture across data storage, metadata management, and change control.

Systems Engineer, Team Lead

06/2014 – 10/2017

Varsity Technologies

San Francisco, CA

- **Administered cloud-hosted infrastructure**; supervised a team of five technicians and automated extensive workflows using Bash and PowerShell.

SKILLS

AWS EKS · Karpenter · Organizations & Control Tower Account Factory · SCPs · IAM Identity Center (Okta federation) · IRSA · Transit Gateway · PrivateLink · VPC peering · ALB · Lambda · API Gateway · SAM · Bedrock · Secrets Manager · ECR · S3 · AWS Config · Route 53

GCP GKE · BigQuery · Pub/Sub · Cloud Storage · Artifact Registry · Cloud Monitoring

Azure App Services · Active Directory · SQL · Functions · Monitor

Platform Backstage.io · Terraform · Crossplane · ACK · Helm · GitOps (FluxCD, Flux image automation, Kustomize) · GitLab CI · Argo Rollouts · Istio (multi-cluster) · Kubernetes (EKS, GKE) · Wolfi / hardened images

Observability Prometheus · Thanos · Mimir · Loki · Grafana · Datadog (incl. LLM Observability) · KubeCost

AI infrastructure LiteLLM · LangChain / LangGraph · MCP · Bedrock Agents · model serving and fine-tuned model hosting · eval harnesses and scoring infra · semantic caching · LLM cost attribution and quotas

Languages & data Python (services, controllers, internal libraries) · TypeScript · Bash · Kafka (Strimzi) · BuildKit

CERTIFICATIONS & EDUCATION

- Certified Kubernetes Application Developer, Linux Foundation · HashiCorp Certified Terraform Associate · AWS Solutions Architect Associate · Architecting Microsoft Azure Solutions
- B.S. Business Administration, Computer Information Systems, California State University, Stanislaus (2013)