

Jerry Gaines

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Professional Summary

Technical operations and change management professional with **8+ years of experience across customer facing operations, IT Service Management, database reliability engineering, and cross functional technical support**. Google Project Management certified and backed by a B.S. in Computer Science, with a proven track record of managing high volume operational workflows, leading technical escalations, improving support processes, and resolving complex enterprise system issues. Most recently supported **Apple's Wallet, Payments, and Commerce (WPC) infrastructure, including Apple Card**, by driving reliability engineering, RCA/PIR efforts, observability improvements, and data-driven issue resolution. Skilled at partnering with SRE, software engineering, and operations teams to reduce MTTR, identify recurring system trends, and translate technical issues into scalable product and operational improvements.

Education & Certifications

- **B.S. Computer Science**, San Jose State University, *Dec 2018*
- **AWS Certified Cloud Practitioner**, *Oct 2025*
- **Google Project Management: Professional**, *Apr 2025*
- **Google Cybersecurity: Professional**, *Jan 2024*
- **IBM Data Science: Specialization**, *Oct 2020*

Skills

Cloud & Data Architecture: AWS (S3, Lambda, API Gateway, EC2, CloudFront, RDS, IAM, VPC, CloudFormation), Azure, Google Cloud Platform (Compute Engine, Cloud Storage, IAM, VPC, KMS), IBM Cloud, SQL, MySQL, DB2

Languages & Tools: Python, Java, JavaScript, C++, SQL, Jenkins, Docker, Jupyter Notebook, Firebase, Android Studio, Splunk, Tableau, Wireshark, tcpdump

Infrastructure as Code: Terraform, CloudFormation

Security & Compliance: IDS, SIEM, Firewalls, Suricata, Chronicle, Detection and Response, GRC, Compliance, NIST, OWASP

Cloud Architecture

Anansi - DM Web App, Cloud Solutions Architect

Jun 2025 - Oct 2025

- Architected and deployed a cloud-based(AWS) AI web platform, integrating APIs with a Flask backend and AWS S3 for persistent data storage and retrieval
- Designed scalable cloud infrastructure solution for multi user session management, automated lifecycle handling, and secure data storage, utilizing AWS Lambda, API Gateway, and Certificate Manager
- Optimized backend workflows for performance, uptime, and token efficiency

Experience

Apple via Teksystems, IT Service Management - Wallet Payment Commerce

Sep 2024 - Oct 2025

- Led reliability engineering efforts for Apple Card and Apple Wallet payment infrastructure, driving deep dive Post Incident Reviews (RCA) and implementing architectural safeguards to ensure high availability and customer trust
- Mentored Tier 3 SMEs on proactive problem management techniques to transition from reactive firefighting to strategic prevention
- Engineered custom observability solutions using Splunk and Tableau, transforming raw log data into actionable response; reduced Mean Time to Resolve (MTTR) by 28.5% through automated degradation alerting
- Prevented a major product launch failure impacting millions of users by performing proactive log analysis and anomaly detection to identify and patch a latent provisioning bug 48 hours pre-launch
- Led daily SRE and Software Engineering teams to correlate system trends with code deployments, closing feedback loops that prevented localized errors from escalating into widespread outages

IBM, Database Reliability Engineer

Feb 2021 - Apr 2024

- Served as the Tier 3 Subject Matter Expert for complex database escalations, providing final-tier technical resolution for high-priority global incident
- Conducted source code level analysis to pinpoint logic errors within the codebase, presenting precise root cause evidence and proposed code fixes to the Engineering team to expedite patch releases
- Engineered high availability solutions for enterprise-scale Db2 environments, diagnosing complex data persistence, locking, and performance bottlenecks
- Developed custom Shell/Bash scripts to automate the parsing of massive log datasets, reducing root cause analysis time for complex incidents by ~6%
- Led high priority incident response for mission critical production outages, identifying systemic vulnerabilities and translate root-cause data into safeguards to prevent future regressions

Google via Manpower, Candidate Operations Coordinator

Mar 2015 - Mar 2020

- Collaborated with recruiters and interviewers to improve the candidate interview experience
- Ensured a timely interview schedule, troubleshooting logistical issues that arose during onsite interviews
- Created a script that optimized interview data pipelines
- Average of 30 minutes spent on this task daily, down to 3 a 90% reduction in manual toil

Wineries of Santa Clara Valley, Software Engineer Intern

Sep 2015 - Dec 2015

- Developed a unique iOS application to improve foot traffic to the associated wineries
- Coordinated smooth Integration of multiple API in collaboration with a small team of developers
- Enhanced the intuitive experience by user testing a NinjaMock, mockup tool
- Incentivized app usage through implementing a stamp system
- Composed technical design documents for client

San Jose State University, IT Help Desk Lead

Aug 2013 - Jan 2015

- Managed hardware/software configurations for campus systems using Microsoft SCCM to ensure reliability
- Maintained campus and org web directories for Quality Control, Technical Integrity, and Security
- Followed established tech support policies to troubleshoot issues

Independent Contributor

LiveClawDropBot, Lead Developer

Aug 2019 - Jan 2020

- Developed a crane bot that remotely controls hardware through inputted commands of a third-party video streaming service API
- Operated the machine through Raspberry Pi, which ran a Cyberduck script through WiFi, This script interfaced Twitch API that gave a bot the ability to allow permitted viewers control of machine
- Oversaw the team as Lead developer

Local Area Disaster System, Developer

Sep 2018 - Jan 2019

- Created a mobile peer-to-peer mobile network to relay relevant information to first responders, in the case of mass outages
- Built product in a 48hr Hackathon, approached by United Way & IBM for joint collaboration
- Planned and Implemented our engineering strategy, divided the work and roles, the schedule for meetings and check-ins
- Organized team to learn and use Android studio's in-built system in 48 hrs
- Pivoted strategy from bluetooth to WiFi, increasing effective range of transmission to 300 ft a 7x range increase