

Colin Hare, Site Reliability Engineer

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PROFILE

Site Reliability Engineer focused on improving service reliability, scalability, and performance through robust observability, automation, and operational excellence. Skilled in diagnosing complex issues across distributed systems, regardless of prior familiarity. Experienced in defining SLIs/SLOs, reducing alert fatigue, and implementing automation to eliminate manual toil. Trusted partner in cross-functional teams, bridging support, development, and platform engineering to build reliable, maintainable systems at scale.

EMPLOYMENT HISTORY

Apr 2023 — Present

Site Reliability Engineer 2, ModMed

Boca Raton

- Led observability initiatives; owned Datadog strategy, configuration, and implementation across supported services.
- Instrumented legacy applications with Datadog APM, enabling performance issue detection and faster debugging.
- Centralized logs with Datadog; implemented sampling pipelines to reduce noise and costs while preserving visibility.
- Built dynamic dashboards providing engineering and support teams with real-time insights into service health and system performance.
- Developed Python-based custom service checks for key application and infrastructure components.
- Defined and implemented SLIs/SLOs for core services; integrated with Datadog for proactive alerting and reliability tracking.
- Mentored teams on Datadog best practices, improving incident response time and organization-wide adoption.
- Introduced Ansible for configuration management, reducing deployment friction and standardizing environments.
- Authored reusable Terraform modules for AWS infrastructure provisioning, including EC2 Image Builder.
- Spearheaded automation initiatives by identifying repetitive tasks and implementing self-service forms, scripts, and workflow integrations, reducing team toil.
- Acted as primary incident responder; led triage, coordinated cross-functional response, and drove postmortems.
- Built and supported CI/CD pipelines using Jenkins, GitHub Actions, and ArgoCD; integrated GitOps workflows and enabled automatic Docker image builds and pushes to AWS ECR.
- Revamped on-call process using PagerDuty; defined escalation policies and reduced alert noise by 80%.
- Collaborated cross-functionally to identify system gaps and deliver scalable solutions across legacy and Kubernetes-based platforms.
- Supported hybrid infrastructure: legacy EC2 workloads and containerized services in EKS (Kubernetes on AWS).

Aug 2021 — Apr 2023

Support Services Engineer, ModMed

Boca Raton

- Administered Windows-based infrastructure across AWS and on-prem datacenters, supporting nationwide healthcare operations.
- Partnered with Cloud and Implementation teams to migrate legacy systems to AWS, enabling full datacenter decommissioning.
- Maintained Python-based automation to schedule maintenance on shared calendars and suppress monitoring alerts via APIs for monitoring services (Google Calendar, LogicMonitor, Site24x7).
- Built internal Google Apps Script tools to monitor enterprise customer performance, improving operational visibility.

- Developed PowerShell scripts to automate backup cleanups, reducing manual work and optimizing storage costs.
- Collaborated with clients and vendors to implement and maintain VPN tunnels and SFTP integrations for secure data transfer.
- Served as a technical liaison between Support and Cloud teams, enhancing incident response and service quality.
- Mentored junior staff on IT fundamentals and internal systems architecture, contributing to team promotions into cloud roles.

Jul 2018 — Jul 2021

System Administrator, GA Telesis

Fort Lauderdale

- Managed IT infrastructure across 8 global offices and 2 datacenters, ensuring high availability and reliability.
- Led the migration from Exchange to Office 365, including training and rollout of Teams and OneDrive.
- Enhanced disaster recovery by documenting restore playbooks and implementing automated backup testing.
- Led team through rapid transformation to allow employees to work remotely.
- Strengthened security by rolling out MFA, security awareness training, and endpoint protection upgrades.
- Optimized onboarding with standardized communication and documentation, improving new hire experience.
- Deployed AWS S3 for marketing media and backup repositories.

May 2017 — Jun 2018

IT Specialist, ExamSoft

Delray Beach

- Supported corporate infrastructure and resolved internal IT issues using Jira Helpdesk.
- Scripted automations to streamline onboarding and logging tasks for Engineering.
- Built remote access VPN allowing engineers to access internal infrastructure while working remotely.
- Maintained IT documentation and provided remote technical support.

Aug 2012 — May 2017

IT Administrator, Sandy James Catering

West Palm Beach

- Built a custom Flask-based phone system to enhance sales workflows.
- Managed IT infrastructure and user support for office and remote staff.
- Introduced systems that improved internal communication and efficiency.

EDUCATION

Jan 2018

B.S., Applied Computer Science, Troy University

SKILLS

Cloud & Infrastructure: AWS (EC2, S3, R53, IAM, EKS, ECS, EC2 Image Builder), Kubernetes, VMware vSphere, Proxmox VE, ESXi, Nutanix

Infrastructure as Code & Automation: Terraform, Terragrunt, Ansible, AWX, GitOps, ArgoCD, Jenkins

Scripting & Languages: Python, PowerShell, Bash, Javascript, Google Apps Script

Version Control & CI/CD: Git, GitHub, Bitbucket

Operating Systems: Windows Server, Linux (Ubuntu, CentOS, Amazon Linux), macOS

Monitoring & Observability: Datadog (APM, Logs, Dashboards, Custom Checks, SLOs), LogicMonitor, Site24x7

Security & Endpoint Protection: CrowdStrike, Sophos, Cisco AMP, Qualys, TAEGIS (Secureworks), GuardiCore

Networking & Remote Access: VPN, SFTP, Cisco Meraki, Brocade

Backup & Recovery: Veeam, Commvault, N2WS

ITSM & Collaboration: Jira, Confluence, PagerDuty

System Services: Active Directory, WSUS