Dan Doughty

Director-level DevOps · Infrastructure · Platform Engineering

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Summary

Engineering leader with 12+ years running DevOps, SRE and infrastructure functions across multi-cloud and colocation estates. I lead multiple DevOps and SRE teams for **10 hosted healthcare SaaS products across multiple business units**, under HIPAA, SOC 2 and FDA QMS. Team leads report to me; I peaked at **13 engineers across 3 team leads**. I manage **$5M+ in annual spend** across Azure, GCP and a VMware colocation datacenter. Remote-first native.

Experience

Healthcare technology company — Senior Staff Engineer / DevOps Lead

March 2023 – Present · Remote

Lead multiple DevOps/SRE teams through team leads, supporting Linux and Windows stacks on multi-region Azure, GCP and a VMware colocation datacenter.

Building the function

- **Created the company's first DevOps career ladder**, with leveling and job descriptions for every role, so promotion criteria and performance expectations are clear.
- Ran every hire and exit across the teams: two exits, two DBAs, two backfills, three growth hires. **Delivered three promotions** and hired a senior engineer from outside into a team-lead role.
- **Stood up the DBA function.** It cut database-incident blast radius from **17 clients per incident to 1–2** and now catches replication, backup and capacity problems before clients do.
- **Moved planning from quarterly to a two-year roadmap**, bringing long-deferred cross-team decisions into the open with the right owners.
- Team engagement around **8/10**, above the company benchmark on nearly every driver; management support, mentoring and psychological safety all above **9.5**.

Reliability

- **99.99% uptime in 10 of 12 months** last year; **~50% MTTR reduction**; **60% responsiveness gain** on a flagship product.
- Coached the teams onto the Golden Signals and baseline alerting; **grew monitoring coverage 4x** while keeping alert fatigue low, and moved alerting into Terraform as code.
- Client-network and internet-path monitoring **cut related Code Red incidents 70%**.
- Directed disaster recovery across 8 product lines in the **2024 CrowdStrike outage**: full production restore in 18 hours.
- Drove warm DR across regions and datacenters for tier-1 workloads: failover is running, not just documented.

Cloud and FinOps

- Manage **$5M+ annual multi-cloud spend**; negotiated per-environment service tiers so product owners see the cost of production-grade dev environments.
- **$520K/year saved** through Azure Hybrid Benefit with zero production impact.
- **SQL Server 2014 → 2022 migration across 25 clients**, with hypercare monitoring that caught compatibility issues early; **zero end-of-life servers**.

- Represent my business unit in monthly governance with Microsoft on **$4.2M/year of enterprise-agreement spend** for my function; own about 5 additional vendor contracts.

Delivery and security

- After a multi-year push, **secured leadership sponsorship for a pipeline mandate**; the teams adopted **blue/green Kubernetes deployments** as the default path.
- Public-facing workloads went from **1,500+ critical/high vulnerabilities to zero**.
- Partnered with the platform and network teams to evolve the shared Terraform module set: YAML-driven environment buildouts and a PR-gated module repo, so application engineers ship without reasoning about cluster internals.
- **Lead the DevOps side of SOC 2 and HIPAA audits** and act as the guardrail on an FDA-regulated product's certification.

Across the business

- **Took over a stalled cloud release of an FDA-regulated product** and delivered it ahead of its integration date.
- **Pre-sales partner to Sales**: join conversations before contracts sign to say what we can deliver and scope add-ons where we can't.

UA Owls — Founder / Commander

April 2022 – February 2023 · Ukraine defense

Founded an electronic-warfare counter-drone unit supporting Ukrainian defense operations. Stinger FIM-92 and Javelin FGM-148 training through Ukrainian Army courses.

Direct Supply — SRE Manager

July 2021 – April 2022 · Remote

- Led a 6-person SRE team across hybrid AWS/GCP supporting Linux and Windows production workloads.
- Built Terraform-templated, modular New Relic observability adopted by product teams for self-service reliability.
- **Formalized a liaison program between SRE and product development**, improving observability adoption and speeding feature deployments.
- Groomed the SLO/SLI backlog across the four golden signals in preparation for error budgeting.
- Authored the RFP for a Google Workspace → Microsoft 365 migration; took part in the annual budget process.

Epiq — Senior Linux Engineer → Supervisor → SRE Manager

September 2013 – June 2021

Progressed from Senior Linux Engineer (2013) to Supervisor of Linux Engineering (2014) to SRE Manager (2018), managing a 6-person SRE team.

- **Acting Director of Compute Engineering (1H 2020)**: co-led the response to a multi-domain, multi-datacenter ransomware intrusion through detection, containment, eradication and recovery. Directed integration of LAPS, PAWs, Azure AD bridging and a three-tier security structure across vendor professional services and internal teams.
- **Directed delivery of Epiq's first cloud-native application** (Epiq Discovery) on AWS: auto-scaling Ubuntu, Aurora Postgres, Kafka, ALB/ELB, S3, VPCs. The team's A/B database pattern **cut CD deploy time by 90%**.
- Managed the DBA/SRE team operating a **300 TB Oracle RAC environment** plus MySQL, Aurora, Postgres, Elasticsearch, InfluxDB and a Prometheus/Grafana observability stack.
- **Led a datacenter convergence program that eliminated 75% of leased rack space**; directed deployment of 4 new colocation sites globally on Foreman/Git/Puppet.

- Partnered with Sales on Brainspace Discovery: a 15-builds-a-day Vagrant + GitLab recipe replaced 3-day VMware builds, supporting **~$50M in revenue**.
- Centrify cost-justification analysis delivered **$250K annual OPEX savings**.
- Unblocked non-production patching by aligning stakeholders on release reliability, then formalized it as a Change Advisory Board process.
- Built a capacity-planning and performance-tuning practice; KPI visualization on open-source tooling produced **ITAR capacity answers in hours, not weeks**.

Earlier career

Heart of America IT (Owner) · NIC (Sys Admin) · **Sprint (Sr Sys Admin)**: Sprint Nextel SMS message-broker systems at massive throughput; a millisecond-billing design delivered a **4% increase in billable messages (72MM) in the first year** · Cubic Applications (Sr Sys Admin) · US Army (Linguist). Early work supported **quadruply geographically redundant, FCC-regulated telephony including 911 service**.

Leadership principles

- **Build the function others skipped.** Career ladders, roadmaps and clear expectations, so a team can scale without breaking.
- **IaC-first operations.** Observability, alerts, network diagrams and DR plans live in code so they stay current and reviewable.
- **Cross-functional credibility.** Earn partnership with Product, Security, Sales, Compliance and Finance through delivery.
- **Remote-first native.** 10+ years leading distributed teams across multiple U.S. sites and Ukraine.
- **AI-augmented operations.** Daily stack: Windows Terminal → Claude Code → Git → Terraform. LLMs speed up analysis, IaC import and triage; they don't replace judgment.

Core skills

Terraform · GitOps · AWS · Azure (AKS, App Services, Function Apps, Azure SQL, multi-region) · GCP · VMware · Kubernetes (AKS, Rancher) · SQL Server Always On AG · Postgres · MariaDB · Observability (New Relic, Splunk, PagerDuty, Grafana, Prometheus, InfluxDB, ELK) · Blue/green deployments · DR and multi-datacenter failover · Linux · TCP/IP · DNS · Load balancer tuning · Packet capture (Wireshark, tcpdump) · HIPAA · SOC 2 · FDA QMS · RBAC · IAM · PKI · DevSecOps · Python · Bash · PowerShell · Perl

Education and certifications

BA, Slavic Languages & Literature — University of Kansas

AWS Cloud Practitioner · ITIL Foundation · Brainspace Administrator